symantec™

Norton Internet Security™ 3.0

For Macintosh®

User's Guide

Norton Internet Security™ for Macintosh® User's Guide

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Documentation version 3.0

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Contents

Section 1 Getting Started

Chapter 1 About Norton Internet Security for Macintosh

What's new in Norton Internet Security 15
Threats on the Internet 16
    How viruses work 17
    What can happen without a firewall 17
    Control the information on your computer 17
Norton Internet Security helps eliminate threats 17
    How Norton AntiVirus works 18
    How Norton Personal Firewall works 18
    How Norton Privacy Control works 19
Is my computer protected now? 19
Avoid viruses 20
About other products on the CD 20

Chapter 2 Installing Norton Internet Security

System requirements 21
Before installation 22
    Read the Read Me file 22
Installation 22
After installation 26
    Restart your computer 26
    Register Norton Internet Security 27
    Read Late Breaking News 28
    If you connect to the Internet through America Online 28
    Explore the CD 29
If you need to uninstall Norton Internet Security 29

Chapter 3 Norton Internet Security basics

How to open and exit Norton Internet Security 31
Disable and enable automatic features 32
Disable Norton AntiVirus Auto-Protect temporarily 33
Disable and enable firewall protection 33
Check your firewall settings 34
Customize Norton Internet Security 36
Customize the Norton QuickMenu 36
Customize your toolbars 37
For more information 38
Access Help 38
Access the User's Guide PDF 39
Open the Read Me file 39
Explore the Symantec support Web site 40

Chapter 4 Protecting against new threats

About program updates 41
About protection updates 42
About your subscription 42
When you should update 42
Before updating 42
If you use America Online to connect 43
If you update on an internal network 43
If you can't use LiveUpdate 43
Update procedures 44
Update everything now 45
Customize a LiveUpdate session 45
After updating 45
View the LiveUpdate Summary 45
Empty the Trash after a LiveUpdate session 46
Check product version numbers and dates 46
Schedule future updates 46

Chapter 5 Scheduling future events

About Norton Scheduler 47
Open Norton Scheduler 47
Schedule LiveUpdate events 48
Schedule Norton AntiVirus scans 49
Select an item for a scheduled scan 50
Set a start time 50

Manage scheduled events 50
Edit scheduled events 50
Delete scheduled events 51
Disable scheduled events 51
Reset scheduled tasks 51

Section 2 Norton Personal Firewall

Chapter 6 Protecting disks, files, and data from intrusion

What Norton Personal Firewall protects 55
Specify access by IP address or host name 56
Define protection for port numbers 56
Track access attempts 57
Norton Personal Firewall and AppleTalk 57
TCP/IP security on Norton Personal Firewall 57

Chapter 7 Monitoring access attempts

Monitor firewall activity 59
Enable or disable notification of access attempts 60
Test firewall settings 61
Respond to access attempts 64
About alert messages 64
View the Access History log 65
Learn more about a specific access attempt 67
Change logging preferences 69
Disable logging 69
How the log file is structured 70
Work with the Connected Users report 71
Change the appearance of the Connected Users report 72
Disconnect a connected user 73
Get more information about a connected user 73
Export the Connected Users list 74
Change the time limit for disconnected users 74

Chapter 8 Customizing firewall protection

Set protection for standard Internet services 75
Add IP addresses 76
Add subnet addresses 77
Define a custom service to protect 78
Edit or delete a custom service 79

Change protection settings 79
Change the level of restriction 79
Change an IP address list 80
About active FTP support 81
Stealth mode 81
What Stealth mode does 81
Disable Stealth mode 81
Block suspicious activity 82
About UDP 82
Enable UDP protection 83
How UDP protection works 83

Chapter 9 Troubleshooting in Norton Personal Firewall
Frequently asked questions 85
How do I turn off firewall protection? 85
Why can't I access any Web site? 86
What service does this port number represent? 86
How do I create a new log file? 89
Why doesn't Norton Personal Firewall load? 90
Why doesn't File Sharing work? 90
Why can't I install Norton Personal Firewall for Mac OS X? 90
Why can't I create an alias to Norton Personal Firewall? 90
My entries in IPFW keep disappearing 90
Questions about home networking 91
How do I protect all of the computers on my home network? 91
How do I specify access for a computer with a dynamically generated IP address? 91
How does the firewall affect file and printer sharing? 91

Section 3 Norton AntiVirus

Chapter 10 Protecting disks, files, and data from viruses
Scan disks, folders, and files 95
If problems are found during a scan 97
Scan email attachments 97
Scan and repair in archives 97
View and print scan history 98
Save and print scan reports 98
Perform a scan from the command line 99

Chapter 11 What to do if a virus is found

Auto-Protect finds a virus 101
Auto-Protect finds a virus and repairs the file 102
Auto-Protect finds a virus but does not repair the file 102
Auto-Protect finds a virus and cannot repair the file 103
A virus is found when removable media is inserted 103
Repair, Delete, and Restore in Quarantine 103
A virus is found during a user-initiated scan 104
Repair infected files 104
If Norton AntiVirus can't repair a file 105
If removable media is infected 105
Look up virus names and definitions 105
Look up virus definitions on the Symantec Web site 106

Chapter 12 Customizing Norton AntiVirus

About Auto-Protect Preferences 107
Set Auto-Protect Preferences 108
About User Preferences 108
Set Scan Preferences 109
Set Repair Preferences 109
Set a Reminder 110

Chapter 13 Troubleshooting in Norton AntiVirus

Installation problems 111
I can't install Norton Internet Security 111
Startup problems 111
Norton AntiVirus Auto-Protect fails to load when I start my Macintosh 112
Norton AntiVirus reports that a file is invalid when trying to launch or scan, or at startup 112
Norton AntiVirus cannot find the Norton AntiVirus virus definitions file 112
Why can't I create an alias to Norton AntiVirus? 112
Protection problems 112
Scanning and account access privileges 113
I need to rescan files that have already been scanned 113
I'm having trouble updating virus definitions using LiveUpdate 114
Other troubleshooting steps 114
Error messages 114
Auto-Protect error message 115
Password and administrator messages 115

Section 4 Norton Privacy Control

Chapter 14 Using Norton Privacy Control

About Ad Blocking 119
Enable Ad Blocking 120
Block individual ads 120
Edit an Ad Blocking entry 123
Delete an Ad Blocking entry 124
Disable Ad Blocking 124
Protect confidential data 124
Edit confidential data 126
Delete confidential data 126
Specify exception Web sites 127
Edit exception Web sites 127
Delete exception Web sites 128
Tips on entering confidential data 129
Respond to a Confidential Data alert 129
Disable Confidential Data blocking 130
Block objectionable Web sites 130
Enable Web Blocking 131
Specify a Web site as an exception 131
Check Norton Privacy Control results 133

Section 5 Aladdin iClean

Chapter 15 iClean quick start

System requirements 137
Install iClean 137

Section 6 Appendixes

Appendix A Using Norton AntiVirus on a network
Notes to the administrator 141
Scanning network drives 141
Preparing an emergency response plan 142
Before a virus is detected 142
If a virus is detected 143

Service and support solutions

Glossary

Index

CD Replacement Form

1

Getting Started

About Norton Internet Security for Macintosh

1

Norton Internet Security for Macintosh provides:

- Comprehensive virus prevention, detection, and elimination.
- Complete intrusion protection.
- Ad Blocking, confidential data protection, and objectionable Web site blocking.

It does this by providing Norton AntiVirus for Macintosh, Norton Personal Firewall for Macintosh, and Norton Privacy Control in one suite.

What's new in Norton Internet Security

Version 3.0 of Norton Internet Security for Macintosh now includes:

- A main window, from which you can open all products included in the suite.
- Setup Assistant, which walks you through your computer's Internet *service* settings and provides an easy way to set up the firewall to work with those settings.
- Automatic setup of your firewall for any active services. After installing Norton Internet Security, if you start a service on your computer, automatic setup checks your firewall settings and warns you if any of them will interfere with your use of that service.
- The Connected Users report, which shows you all other computers that are currently connected to your computer.
- Access attempt logging and notification options, which can be specified individually for each service on your computer.

- Outgoing connection firewall settings to help you control the use of your computer and thwart malicious programs that may send data without your knowledge.
- The Norton QuickMenu, which provides you with menu bar access for starting, disabling, and enabling Norton Personal Firewall; and enabling and disabling Norton Auto-Protect. The Norton QuickMenu appears as the round yellow-and-black Symantec logo in your menu bar.
- Improved protection options, such as suspicious activity protection to block transmission of data with forged *IP addresses*, an option to allow access for essential services when *UDP* protection is on, and an option to turn off active *FTP* support.
- The ability to specify an IP address other than your own computer's during Self Test.
- Complete antivirus protection of both Mac OS X and Classic in one version.
- Quarantine of infected files that cannot be repaired.
- Scan on mount of removable disks including CD, Zip, and floppy which further extends the security of your data.
- A tool drawer in Norton AntiVirus, which allows customized and maximized access to your antivirus tools.
- Identification and repair of Windows and DOS viruses in files and archives so hidden PC viruses cannot be planted in your computer and spread to Windows computers.
- Scan and repair of files inside archives, excluding Stuffit, without user prompt.

Threats on the Internet

While the Internet provides a world of information and connections not previously thought possible, it also provides an ever-changing list of ways that your computer can be compromised. This list includes viruses, hacker attacks, loss of personal data, and unwanted material that appears in your browser.

How viruses work

A computer virus is a parasitic program written intentionally to alter the way your computer operates without your permission or knowledge. A virus attaches copies of itself to other files and, when activated, may damage files, cause erratic system behavior, or display messages.

Computer viruses infect System files (files stored in the System folder that the Macintosh computer uses to start up) and documents created by programs with *macro* capabilities. Mac OS System files include system extensions (programs that load into memory when a Macintosh computer is started), and programs like those in Microsoft Office.

Some system viruses are programmed specifically to corrupt programs, delete files, or erase your disk.

For more information about viruses, see the online Help.

What can happen without a firewall

When you are connected to the Internet or another network, others connected to that network can access your computer. This situation can be dangerous if you have enabled File Sharing or program linking, making your computer vulnerable to hackers.

Control the information on your computer

You keep confidential information on your computer, including financial statements, bank records, personal identification numbers, and so on. If you do not block this information, anyone with access to your computer, including unauthorized access, can retrieve it.

While you are on the Internet, you can receive information that you don't want that ranges from annoying, such as advertising, to objectionable, such as inappropriate Web sites. Unwanted material requires that you respond to it in some way, which slows you down.

Norton Internet Security helps eliminate threats

When you install Norton Internet Security, you install three powerful products for counteracting Internet *threats*: Norton AntiVirus, Norton Personal Firewall, and Norton Privacy Control.

How Norton AntiVirus works

Norton AntiVirus monitors your computer for known and unknown viruses. A known virus is one that can be detected and identified by name. An unknown virus is one for which Norton AntiVirus does not yet have a definition.

Norton AntiVirus protects your computer from both types of viruses, using *virus definitions* to detect known viruses and Bloodhound technology to detect unknown viruses. Virus definitions and Bloodhound technology are used during scheduled scans and manual scans, and are used by Auto-Protect to constantly monitor your computer.

How Norton Personal Firewall works

Norton Personal Firewall provides a firewall between your computer and the Internet. Firewall programs are filters that block or allow connections over the Internet. By filtering connections, firewalls protect your computer from malicious Internet activity.

Norton Personal Firewall uses access settings to determine whether to permit or block incoming or outgoing connections. You can change these settings, permitting or blocking other computers from accessing your computer, and permitting or blocking connections from your computer.

You specify the *services* that you want to protect (such as Web Sharing or File Sharing) and the type of connection you want to protect. You can allow or deny all access to or from a particular service, or allow or deny access to a service from certain computers, or from a service to certain computers. For example, you can block all access to File Sharing while allowing access to Web Sharing for computers belonging to people who you know.

How to determine which computers get access

In most cases, you do not need to allow anyone access to your computer. However, following are some computer configurations and Web and file sharing situations that require you to allow access:

- You have two or more computers networked, and at least one has Internet access. In this case, every computer with Internet access needs a copy of Norton Personal Firewall installed, with access allowed only to the other computers on the network.
- You have a Web site on your computer to which you want to restrict access. Using Norton Personal Firewall, specify Web sharing access to those whom you want to see your site such as other family members.

- You are using a free Internet service provider that may require access to a *port* on your computer to maintain your connection. If the *ISP* is not granted that access, you lose the service.

See "Respond to access attempts" on page 64.

When installed, Norton Personal Firewall is set to log all incoming access attempts, except those that are related to Stealth mode. You can always check the Access History window to see if someone isn't getting through who should.

How Norton Privacy Control works

See "Using Norton Privacy Control" on page 119.

Norton Privacy Control provides blocking for Web site ads, confidential data, and objectionable Web sites. You can enable and customize any or all of these tools to control exactly what comes into and goes out of your computer. You can also see statistics that verify that protection is in place.

Is my computer protected now?

Norton Internet Security installs Norton AntiVirus, Norton Personal Firewall, and Norton Privacy Control.

See "Update procedures" on page 44.

Once you have installed Norton AntiVirus and restarted your computer, you are safe from viruses. To ensure protection, leave Auto-Protect on so that Norton AntiVirus automatically finds viruses. Use LiveUpdate to protect against new viruses.

See "Protecting disks, files, and data from intrusion" on page 55.

Once you have installed Norton Personal Firewall and restarted your computer, the firewall is in place, set by default to block all incoming access attempts. As you work with Norton Personal Firewall, you can adjust your access settings as necessary.

See "Using Norton Privacy Control" on page 119.

Norton Privacy Control is installed with Ad Blocking enabled by default. You must enable Confidential Data and Parental Control for these features to take effect.

Avoid viruses

It is important that you practice regular file maintenance and that you keep Norton AntiVirus up-to-date.

To avoid viruses:

- Stay informed about viruses by logging on to the Symantec Security Response Web site (http://securityresponse.symantec.com) where there is extensive, frequently updated information on viruses and virus protection.
- Use LiveUpdate regularly to update your programs and *virus definition* service files.
- Keep Norton AntiVirus Auto-Protect turned on at all times to prevent viruses from infecting your computer.
- Schedule scans to occur automatically.

See "Protecting against new threats" on page 41.

About other products on the CD

Norton Internet Security also includes Aladdin iClean, which frees disk space and helps ensure your online privacy by removing unneeded Internet clutter such as *cookies*, *cache files*, and logs. Aladdin iClean is installed separately from Norton Internet Security. For information about installing Aladdin iClean, see "iClean quick start" on page 137.

Installing Norton Internet Security

2

The Norton Internet Security installer places Norton AntiVirus, Norton Personal Firewall, and Norton Privacy Control on your computer and sets default protection settings so that your computer is protected after you restart it.

Versions of Norton Internet Security for both Mac OS 8.1 to 9.x and Mac OS X are included on the CD. For instructions on installing and using Norton Internet Security for Mac OS 8.1 to 9.x, see the *Norton Internet Security User's Guide* PDF in the Install for Mac OS 9 folder on the CD.

System requirements

Norton Internet Security does not support Mac OS X versions 10.0 to 10.1. If you want to install Norton Internet Security on Mac OS X, you must upgrade to version 10.1.5 of Mac OS X.

- Macintosh OS X 10.1.5
- G3 or G4 processor
- 128 MB of RAM
- 150 MB available hard disk space for installation (80 MB if you choose not to install the URL list for Web blocking)
- CD-ROM or DVD-ROM drive
- Internet connection

Before installation

The Read Me file on the Norton Internet Security for Macintosh CD contains late-breaking information and installation troubleshooting tips, which you should read before you install Norton Internet Security.

Read the Read Me file

The Read Me file contains a summary of what's new and changed in Norton Internet Security, along with condensed versions of key procedures and technical tips.

To read the Read Me file

1. Insert the Norton Internet Security for Macintosh CD into your CD-ROM drive.
2. In the CD window, open the **Install for Mac OS X** folder.
3. Double-click the **Read Me** file.

Installation

Install Norton Internet Security from the Norton Internet Security for Macintosh CD.

Norton Internet Security for Mac OS X protects both Mac OS X and Classic.

The installation procedure requires that you enter an administrator password. If you do not know if your login is an Admin login, you can check it in System Preferences.

To check your login type

1. On the Apple menu, click **System Preferences**.
2. Do one of the following:
   - In Mac OS X version 10.2 and later, click **Accounts**.
   - In Mac OS X version 10.1.5, click **Users**.

   Your login name and type are listed.

To install Norton Internet Security for Macintosh

1 Insert the Norton Internet Security for Macintosh CD into the CD-ROM drive.
If the CD window doesn't open automatically, double-click the CD icon to open it.

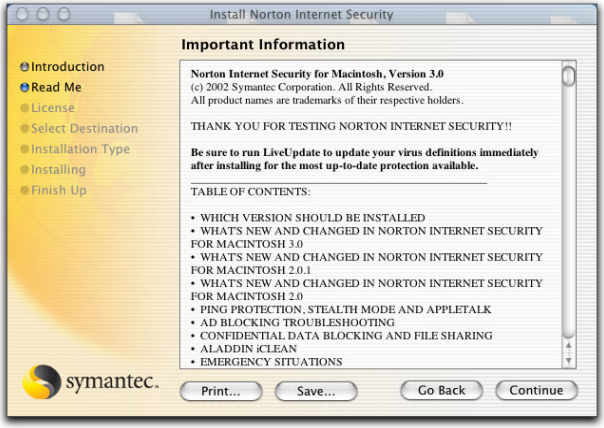
2 In the CD window, open the **Install for Mac OS X** folder.

3 Double-click **Install Internet Security**.

If you are installing Norton Internet Security on Mac OS X 10.1.5, the Authenticate window does not automatically appear. Click the lock in the lower-left corner of the Authorization window to open the Authenticate window and continue with the rest of the procedure.

4 In the Authenticate window, type your Administrator password, then click **OK**.

5 In the Welcome to the Norton Internet Security Installer window, click **Continue**.


Install Norton Internet Security
Important Information
Introduction
Read Me
License
Select Destination
Installation Type
Installing
Finish Up
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THANK YOU FOR TESTING NORTON INTERNET SECURITY!!
Be sure to run LiveUpdate to update your virus definitions immediately after installing for the most up-to-date protection available.
TABLE OF CONTENTS:
• WHICH VERSION SHOULD BE INSTALLED
• WHAT'S NEW AND CHANGED IN NORTON INTERNET SECURITY FOR MACINTOSH 3.0
• WHAT'S NEW AND CHANGED IN NORTON INTERNET SECURITY FOR MACINTOSH 2.0.1
• WHAT'S NEW AND CHANGED IN NORTON INTERNET SECURITY FOR MACINTOSH 2.0
• PING PROTECTION, STEALTH MODE AND APPLETALK
• AD BLOCKING TROUBLESHOOTING
• CONFIDENTIAL DATA BLOCKING AND FILE SHARING
• ALADDIN iCLEAN
• EMERGENCY SITUATIONS
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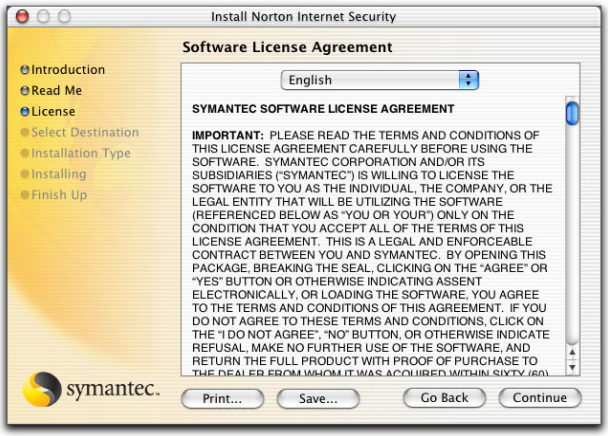
Print...
Save...
Go Back
Continue

6 Review the Read Me text, then click **Continue**.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Select Destination
Installation Type
Installing
Finish Up
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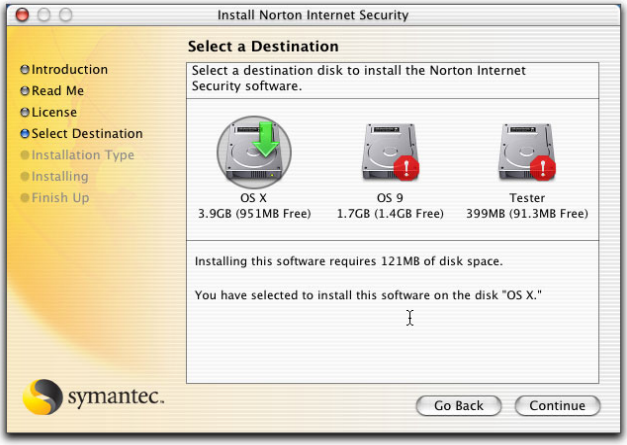
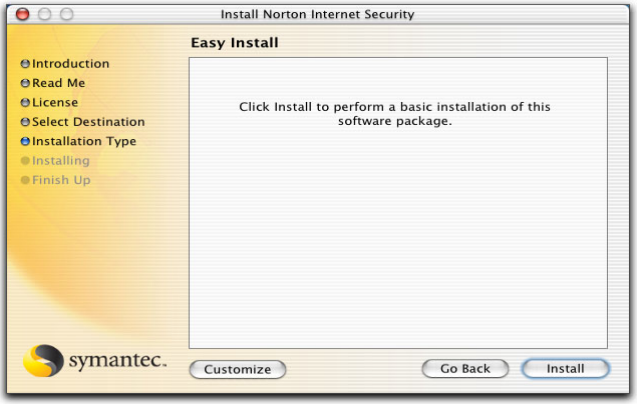
Continue

7 In the Software License Agreement window, click **Continue**.

8 In the agreement dialog box that appears, click **Agree**.
If you disagree, you cannot continue with the installation.



9 Select the disk on which you want to install Norton Internet Security, then click **Continue**.



10 In the installation type window, do one of the following:

- For a full installation, click **Install**. (If you have other Symantec products installed on your computer, this button may say Upgrade.)
- To see a list of components being installed, or to choose not to install the URL list for Web blocking, click **Customize**.
  When you have finished reviewing the list, click **Install**.

11 In the verification dialog box, click **Continue Installation**.

12 Choose whether or not you want to run LiveUpdate to ensure that your software is up-to-date.

13 When installation is complete, click **Restart**.

After installation

Now that you've installed Norton Internet Security, you have the following options.

Task	More Information
Restart your computer.	See "Restart your computer" on page 26.
Register your software.	See "Register Norton Internet Security" on page 27.
Check for late-breaking news about your new software. Use the Internet link installed in the Norton Internet Security folder.	See "Read Late Breaking News" on page 28.
Check out the additional features and programs included on the CD.	See "Explore the CD" on page 29.

Restart your computer

After you install Norton Internet Security and restart your computer, it is protected against viruses and intrusion. Norton Auto-Protect and the Norton Personal Firewall and Norton Privacy Control extensions load each time that you start your computer and actively protect your computer unless you disable them.

If you cannot eject the CD

If you have trouble ejecting the CD after you restart your computer, try one of the following:

- Press the CD-ROM drive's eject button when your Macintosh restart chime sounds.
- On a Macintosh computer with a slot-loading CD-ROM drive, press the mouse button while starting up to eject the CD.

Register Norton Internet Security

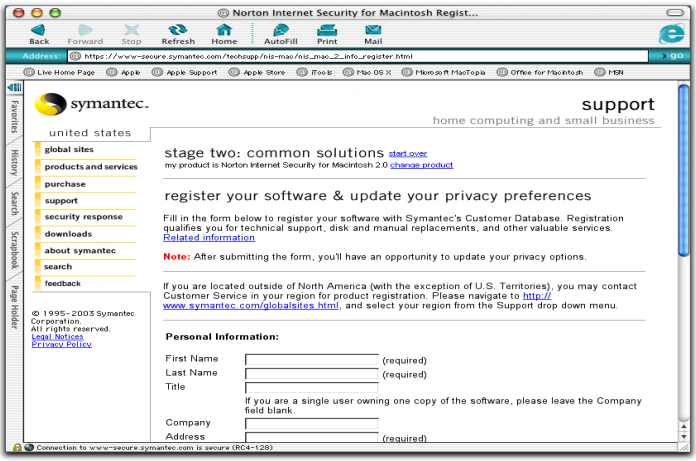
Using your existing Internet connection, you can register Norton Internet Security for Macintosh via the Internet.

To register via the Internet

See "If you connect to the Internet through America Online" on page 28.

1. Connect to the Internet.
   If you use America Online (AOL) to connect to the Internet, you need to connect to it first.
2. In the Norton Solutions folder, double-click **Register Your Software**.

   Your default Internet browser displays the Symantec support page.
3. On the support page, click **I am a home/small business user**.
4. On the register your software page, click **Norton Internet Security for Macintosh**.
5. Select the correct version of the product.
6. Click **continue**.



7. On the registration page for Norton Internet Security for Macintosh, type all of the required information.
8. Click **Submit Registration**.

Read Late Breaking News

Norton Internet Security installs a Late Breaking News link. Use this link to get the latest information available for your installed software.

To read Late Breaking News

See "If you connect to the Internet through America Online" on page 28.

1. Connect to the Internet.
   If you use America Online (AOL) to connect to the Internet, you need to connect to it first.
2. In the Norton Solutions folder, double-click **Late Breaking News**.

   Your default Internet browser displays the Symantec Macintosh products page.

If you connect to the Internet through America Online

If you use America Online (AOL) as your *Internet service provider* (*ISP*), you must connect to AOL before you go to the Symantec software registration page or view Late Breaking News.

To connect to the Symantec Web site through AOL

1. Log on to AOL.
2. On the AOL Welcome page, click the AOL Internet browser.
3. Move the AOL browser and any other open AOL windows out of the way.
4. In the Norton Internet Security window, do one of the following:
   - Double-click **Register Your Software**.
     Continue with the registration procedure. See "Register Norton Internet Security" on page 27.
   - Double-click **Late Breaking News**.
     Continue with the procedure for reading the news. See "Read Late Breaking News" on page 28.
5. Disconnect from AOL.

Explore the CD

In addition to the Norton Internet Security for Macintosh installers and program software, there are several other items on the CD:

Aladdin iClean folder	Contains the Aladdin iClean installers.
Documentation folders	Within each Install folder, a Documentation folder contains the User's Guide, in PDF format, that applies to the version of the software contained in the Install folder. In addition, inside the Documentation folder for the Mac OS 9 version, there are installation files for Adobe Acrobat Reader.

If you need to uninstall Norton Internet Security

If you need to remove Norton Internet Security from your computer, use the Symantec Uninstaller on the Norton Internet Security for Macintosh CD. The process is faster if all other programs are closed before you uninstall Norton Internet Security.

The uninstall procedure requires that you enter an Administrator password. If you do not know if your login is an Admin login, you can check it in System Preferences.

To check your login type

1. On the Apple menu, click **System Preferences**.
2. Do one of the following:
   - In Mac OS X version 10.2 and later, click **Accounts**.
   - In Mac OS X version 10.1.5, click **Users**.

   Your login name and type are listed.

To uninstall Norton Internet Security

1. Insert the Norton Internet Security for Macintosh CD into the CD-ROM drive.
   If the CD window doesn't open automatically, double-click the CD icon to open it.
2. In the CD window, open the **Install for Mac OS X** folder.
3. Open the **UnInstall** folder.
4. Double-click **Symantec Uninstaller**.

5. In the Uninstall Symantec Products window, check the products that you want to uninstall. To uninstall Norton Internet Security entirely, check all of the following:
   - Norton AntiVirus
   - Norton AntiVirus Auto-Protect
   - Norton Personal Firewall
   - Norton Privacy Control
   - Norton Privacy Control URL List
6. Click **Uninstall**.
7. Confirm that you want to delete the product.
8. In the Authenticate window, type your Administrator password, then click **OK**.
9. In the window that displays the list of deleted items, click **Close**.
10. In the Uninstall Symantec Products window, click **Quit**.

Norton Internet Security basics

3

Norton Internet Security basics includes general information about how to work with Norton Internet Security and how to access more information about it.

How to open and exit Norton Internet Security

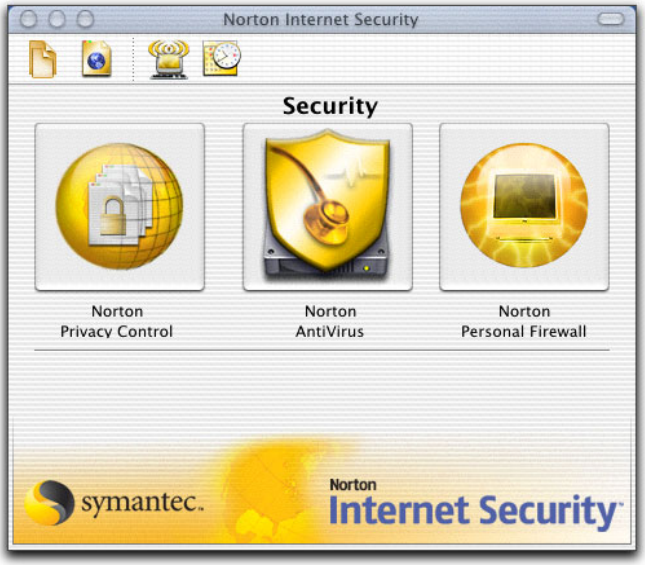
You can use Norton Internet Security to access Norton AntiVirus, Norton Personal Firewall, Norton Privacy Control, Norton Scheduler, and LiveUpdate in a single window.

If you have opened a program in the Norton Internet Security main window, you must exit Norton Internet Security and the program that you opened separately. Exiting Norton Internet Security does not cause the other program to quit.

You do not need to open any of the programs included in Norton Internet Security in order to be protected. Open them only if you need to perform a task with them.

To open Norton Internet Security

1 In the Applications folder, double-click **Norton Internet Security**.



2 To open one of the programs listed, click its icon.

To exit Norton Internet Security

❖ Do one of the following:

- On the NortonLauncher menu, click **Quit NortonLauncher**.
- Press **Command-Q**.

To exit another Symantec program

1 Make sure that the program you want to exit is active.

2 Press **Command-Q**.

Disable and enable automatic features

Norton Internet Security loads Norton AntiVirus Auto-Protect and Norton Personal Firewall into memory when you start your computer. You can disable these features at any time.

Disable Norton AntiVirus Auto-Protect temporarily

By default, Norton AntiVirus Auto-Protect guards against viruses as soon as your computer starts. It checks programs for viruses as they are run and monitors your computer for any activity that might indicate the presence of a virus. Running Norton AntiVirus manual scans is not necessary as long as Auto-Protect is left on. Auto-Protect interception prevents viruses from moving to your disk.

To disable Auto-Protect temporarily

❖ On the Norton QuickMenu, click **Norton Auto-Protect > Turn Auto-Protect Off**.

Disable and enable firewall protection

When Norton Personal Firewall is installed, it is set to deny access to all *TCP/IP services*. For most users, these settings provide the protection they need without interfering with their work on the computer. You don't need to change any of the settings unless you have specific access rules that you want to define.

You can stop protection at any time by disabling Norton Personal Firewall. You can disable it for a specified period or until you restart it.

You can disable (or enable) Norton Personal Firewall from two places: the Setup window or the Norton QuickMenu.

To disable or enable Norton Personal Firewall from the Setup window

1. Open Norton Internet Security.
2. In the Norton Internet Security main window, click **Norton Personal Firewall**.
3. In the Setup window, do one of the following:
   - To disable protection, uncheck **Enable Norton Personal Firewall**.
   - To enable protection, check **Enable Norton Personal Firewall**.
4. If you unchecked Enable Norton Personal Firewall, verify that you want to disable the firewall.
5. Exit Norton Personal Firewall.

To disable or enable Norton Personal Firewall from the Norton QuickMenu

1. On the Finder menu bar, click the Norton QuickMenu icon.
2. On the Norton QuickMenu, click **Norton Personal Firewall**.
3. Select one of the following:
   - Disable firewall
   - Enable firewall

If you need to disable Norton Personal Firewall temporarily

You can also use the Norton QuickMenu to disable protection for a specified time period.

To disable Norton Personal Firewall temporarily

1. On the Finder menu bar, click the Norton QuickMenu icon.
2. On the Norton QuickMenu, click **Norton Personal Firewall > Disable firewall temporarily**.
3. In the Temporarily Disable Firewall window, type the number of minutes for which you want Norton Personal Firewall to be disabled.
4. Click **Disable**.

Check your firewall settings

Use the Setup Assistant to review your general firewall settings and, if necessary, change them.

To check your firewall settings

1. Open Norton Personal Firewall.
   The first time that you open Norton Personal Firewall after installation, the Setup Assistant opens automatically.
2. If the Setup Assistant is not open, on the Tools menu, click **Setup Assistant**.

3 In the Setup Assistant Welcome window, click **Continue**.
If you have any Internet services running on your computer, the Access Settings window lists those services and indicates whether or not the firewall is set to allow access to them. It also gives you the option of being notified should your computer's settings conflict with the firewall's settings. For example, File Sharing access is denied by default. If you have chosen the notification option and you turn on File Sharing, Norton Personal Firewall asks if you want to allow access to it.

4 In the Access Settings window, change the settings as necessary.

5 Click **Continue**.
If you have chosen to allow access to active services, a second Access Settings window appears, giving you the option of limiting that access to computers on your local network.

6 Select whether or not you want to limit access, then click **Continue**.
The Protection Settings window shows whether your firewall is set for minimum, medium, or maximum protection, and shows how those levels are defined, based on which settings are on or off.

7 In the Protection Settings window, if desired, move the slider to change the protection level.

8 Click **Continue**.

9 In the last window, click **Done**.

If you want to review a more detailed list of your firewall settings, use the Summary report.

To review the Summary report

1. On the Reports menu, click **Summary**.
2. Select how you want to view the Summary report. Your options are:

Sort the list.	Click any of the column headings to sort by that column. To change the sort direction, click the sorting triangle on the right side of the column header. To restore the original order, click Restore Default Order.
Change a setting.	Double-click any entry on the Summary report to close the report and open the window in which you can change the setting.
Save the list as a text file.	Click Save to file. Specify a file name and location, then click Save.

3. Click **Close** when you are done.

Customize Norton Internet Security

You can customize the Norton QuickMenu and some of the toolbars that appear in Norton Internet Security to better reflect your use of the product.

Customize the Norton QuickMenu

The Norton QuickMenu appears as the yellow-and-black Symantec logo on the right side of the menu bar on the top of your screen. If you do not want the Norton QuickMenu to appear on your menu bar, you can hide it. You can also change the items that appear on the menu.

To hide the Norton QuickMenu

1. On the Norton QuickMenu, click **Norton QuickMenu > Preferences**.
2. In the Norton QuickMenu window, uncheck **Enable Norton QuickMenu**.
3. On the System Preferences menu, click **Quit System Preferences**.

To show the Norton QuickMenu

1. On the Apple menu, click **System Preferences**.
2. In the System Preferences window, click **Norton QuickMenu**.
3. In the Norton QuickMenu window, check **Enable Norton QuickMenu**.
4. On the System Preferences menu, click **Quit System Preferences**.

To change what appears on the Norton QuickMenu

1. On the Norton QuickMenu, click **Norton QuickMenu > Preferences**.
2. In the Norton QuickMenu window, uncheck the items that you do not want to appear on the menu.
3. On the System Preferences menu, click **Quit System Preferences**.

Customize your toolbars

The Norton Internet Security main window and the Norton Personal Firewall Setup window, Access History log, and Connected Users report all have toolbars that you can customize to suit your needs.

To customize your toolbars

1. Open Norton Internet Security.
2. If you want to change the toolbar for the Norton Personal Firewall Setup window, Access History log, or Connected Users report, open Norton Personal Firewall, then open the window with the toolbar that you want to change.
3. On the Window menu, click **Customize Toolbar**.
4. In the toolbar dialog box, drag the icons into and out of the toolbar at the top of the window until you have the set you want. You can change the location in which an icon appears by dragging it to the desired location.
5. If you want to return the toolbar to its original appearance, drag the default set of icons at the bottom of the dialog box to the toolbar.
6. By default, all icons appear with descriptive text. To change the default appearance, select one of the following:
   - Icon & Text
   - Icon Only
   - Text Only
7. When the toolbar appears the way that you want it, click **Done**.

For more information

Norton Internet Security provides instructional material in three formats:

User's Guide	The User's Guide provides basic conceptual information and procedures for using all of the features of Norton Internet Security. Use the printed User's Guide if you cannot access the online material for any reason. Technical terms that are italicized in the User's Guide are defined in the glossary, which is available in both the User's Guide PDF and Help.
Built-in Help	Help includes all the material contained in the User's Guide, plus expanded conceptual information, procedural details, and a glossary for definitions of technical terms. Use Help to answer questions while you are using Norton Internet Security. See "Access Help" on page 38.
PDF	The PDF is an electronic version of the User's Guide that you can use if you prefer to look for information online in a book-like format or if you want to provide additional copies of the User's Guide. The PDF also includes a glossary for definitions of technical terms. See "Access the User's Guide PDF" on page 39.

In addition to this material, there is a Read Me file on the Norton Internet Security for Macintosh CD. Check the Read Me file before you install Norton Internet Security for late-breaking information.

Finally, you can always check the Symantec Web site for information about Norton Internet Security.

Access Help

Opening Help in Norton Internet Security displays the Apple Help Viewer with a list of Help topics. When you open Help in the main window, you find a complete list of topics to scroll through that are related to Norton Internet Security. Accessing Help from a specific feature provides a smaller list of topics.

To access Help

- On the Help menu, click **Internet Security Help**.

Tips for exploring Help:

- To search for a specific topic, in the search field at the top of the Help window, type the related term, then click Ask.
- Terms that are underlined and blue in the text are defined in the glossary. Click the word to go to its definition. Click the left-arrow button to return to the topic.
- You can view the same information whether you access Help from the main window or from a specific feature.
- Links to related topics appear at the end of a topic.
- Some topics include links that open the window in which you can begin the task described.

Access the User's Guide PDF

The User's Guide is available in printable Adobe Acrobat PDF format on the CD.

To open the PDF

1. Insert the Norton Internet Security for Macintosh CD into the CD-ROM drive.
2. In the CD window, double-click the **Install for Mac OS X** folder.
3. In the Install for OS X folder, double-click the **Documentation** folder.
4. Double-click the **Norton Internet Security User Guide** PDF.

You can also drag the PDF to your hard disk.

Tips for exploring the PDF:

- When you open the PDF, the table of contents appears in the left margin. In the table of contents, click a heading to jump to that topic.
- To search for a specific topic, use the Find command on the Edit menu.
- Terms that are italicized and blue in the text are defined in the glossary. Click the word to go to its definition. Click Go to Previous View to return to the topic.

Open the Read Me file

The Read Me file on the Norton Internet Security for Macintosh CD contains information that was unavailable at the time that the User's Guide was published.

To open the Read Me file

1. Insert the Norton Internet Security for Macintosh CD into your CD-ROM drive.
2. In the CD window, open the **Install for Mac OS X** folder.
3. Double-click the **Read Me** file.

Explore the Symantec support Web site

The Symantec support Web site provides extensive information about Norton Internet Security. You can find updates, patches, Knowledge Base articles, and virus removal tools.

To explore the Symantec support Web site

1. On the Internet, go to www.symantec.com/techsupp
2. On the support Web page, under home/small business, click **continue**.
3. On the home computing and small business Web page, click **start online support**.
4. Follow the instructions on the Web site to get the information you need.

If you cannot find what you are looking for using the online support pages, try searching the Web site.

To search the Symantec support Web site

1. On the left side of any Web page in the Symantec support Web site, click **search**.
2. Type a word or phrase that best represents the information for which you are looking.
   For tips on entering your search text, click **help** at the bottom of the page.
3. Check the area of the Web site that you want to search.
4. Click **search**.

Protecting against new threats

4

When you first install your Symantec product and run LiveUpdate, you have the most current versions of the product and any protection-related files, such as the inappropriate Web site list for Norton Internet Security or the *virus definitions* list for Norton AntiVirus.

At any time, new *threats* can be introduced. Also, some operating system updates may necessitate changes to a program. When these events occur, Symantec provides new files to address these issues. You can get these new files by using LiveUpdate.

Using your existing Internet connection, LiveUpdate connects to the Symantec LiveUpdate server, checks for available updates, then *downloads* and installs them.

About program updates

Program updates are minor improvements to your installed product, usually available for *download* from a Web site. These differ from product upgrades, which are newer versions of entire products. Program updates that replace sections of existing software are called patches. Patches are usually created to ensure the compatibility of a program with new versions of operating systems or hardware, adjust a performance issue, or fix bugs.

LiveUpdate automates the process of downloading and installing program updates. It locates and downloads files from an Internet site, then installs them, and deletes the leftover files from your computer.

About protection updates

Protection updates are files available from Symantec by subscription, that keep your Symantec products up-to-date with the latest antithreat technology. The protection updates you receive depend on which products you are using.

Norton AntiVirus, Norton SystemWorks	Users of Norton AntiVirus and Norton SystemWorks receive virus definition service updates, which provide access to the latest virus signatures and other technology from Symantec.
Norton Internet Security	In addition to the virus definition service, users of Norton Internet Security receive protection updates to the lists of Web site addresses and Web site categories that are used to identify inappropriate Web content.

About your subscription

See "Subscription policy" on page 146.

If your Symantec product includes protection updates, the purchase of that product includes a complimentary, limited-time subscription to the updates that are used by your product. When the subscription is due to expire, you are prompted to renew your subscription.

If you do not renew your subscription, you can still use LiveUpdate to obtain program updates. However, you cannot obtain protection updates and will not be protected against newly discovered *threats*.

When you should update

See "Schedule future updates" on page 46.

During installation of your software, you have the option to run LiveUpdate. You should do so to ensure that you have the most up-to-date protection files. After installation, if you have Norton AntiVirus, Norton Personal Firewall, Norton Internet Security, or Norton SystemWorks installed, update at least once a month to ensure that you have the latest *virus definitions* and firewall protection.

Before updating

In some cases there are preparations you must make before running LiveUpdate. For example, if you use America Online (AOL) as your *Internet service provider (ISP)*, you must log on to AOL before you use LiveUpdate.

If you use America Online to connect

If you use America Online (AOL) as your *Internet service provider (ISP)*, you need to log on to AOL before you use LiveUpdate.

To use LiveUpdate with AOL

1. Log on to AOL.
2. On the AOL Welcome page, click the AOL Internet browser.
3. Open LiveUpdate.
4. Follow the instructions in "Update procedures" on page 44.
5. When the LiveUpdate session is complete, close your AOL browser. If your LiveUpdate session requires that you restart your computer, disconnect from AOL before restarting.

If you update on an internal network

If you run LiveUpdate on a Macintosh that is connected to a network that is within a company firewall, your network administrator might set up an internal LiveUpdate server on your network. Once your administrator has configured it, LiveUpdate should find this location automatically.

If you have trouble connecting to an internal LiveUpdate server, contact your network administrator.

If you can't use LiveUpdate

When new updates become available, Symantec posts them on the Symantec Web site. If you can't run LiveUpdate, you can obtain new update files from the Symantec Web site.

Your subscription must be current to obtain new protection updates from the Symantec Web site.

To obtain virus definitions from the Symantec Web site

1. Start your Internet browser and go to the following site:
   securityresponse.symantec.com/avcenter/defs.download.html
   If this page doesn't load, go to securityresponse.symantec.com and click **Download Virus Definitions**, then click **Download Virus Definitions (Intelligent Updater Only)**.
2. On the security response page, select **Norton AntiVirus for Macintosh**.

3 Click **Download Updates**.

4 On the security response page, select the file to download.
Be sure to select files for the appropriate version of your product.
Information about the update is included with the download.

To obtain product updates from the Symantec Web site

1 Open your Internet browser and go to the following site:
securityresponse.symantec.com/downloads/

2 On the downloads page, in the product updates list, select the product for which you want an update.

3 On the support page, select the version of the product.

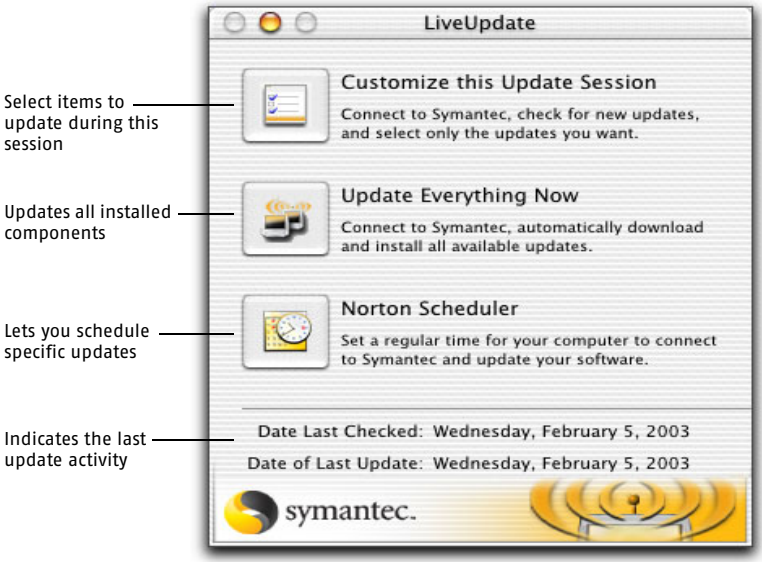
4 Click **continue**.

5 On the product page, select the file to download.
Information about the update is included with the download.

Update procedures

See "Schedule future updates" on page 46.

You can have LiveUpdate look for all updates at once, or select individual items to update. You can also schedule a future LiveUpdate session.


Select items to update during this session
Updates all installed components
Lets you schedule specific updates
Indicates the last update activity
LiveUpdate
Customize this Update Session
Connect to Symantec, check for new updates, and select only the updates you want.
Update Everything Now
Connect to Symantec, automatically download and install all available updates.
Norton Scheduler
Set a regular time for your computer to connect to Symantec and update your software.
Date Last Checked: Wednesday, February 5, 2003
Date of Last Update: Wednesday, February 5, 2003
symantec.

Update everything now

Updating all available files is the fastest method to ensure the latest protection for all your Symantec products.

To update everything now

1. On the Norton Internet Security menu bar, click **LiveUpdate**.
2. Click **Update Everything Now**.
   A status dialog box keeps you informed of the file transfer process.

Customize a LiveUpdate session

If you want to update only one or two items, you can select them and omit items that you don't want to update.

To customize a LiveUpdate session

1. In the LiveUpdate window, click **Customize this Update Session**.
   LiveUpdate presents a list of available updates. By default, all are checked for inclusion in this update session. If your files are already up-to-date, no items are available for selection.
2. Uncheck the items that you don't want to update.
3. Click **Update**.
   The file transfer takes a few minutes. When it is complete, the LiveUpdate summary window appears.

See "View the LiveUpdate Summary" on page 45.

After updating

When a LiveUpdate session is complete, the LiveUpdate Summary window displays a list of what was updated, along with brief notes.

View the LiveUpdate Summary

The LiveUpdate Summary dialog box displays a summary of the activity and a list of products updated in this session.

Some updates require that you restart your computer. When this recommendation appears in the summary description, the Restart button is available.

To restart after a LiveUpdate session

- In the LiveUpdate Summary window, click **Restart**.

Empty the Trash after a LiveUpdate session

After you update program files, LiveUpdate moves the older, discarded files to the Trash. If you haven't already restarted after updating, you might get a message that these files are in use. After you restart your computer, you can empty the Trash.

Check product version numbers and dates

The LiveUpdate window displays the version numbers and dates of the most recent updates.

You can also check the version numbers and dates in the product's About box, accessible from the product menu, to verify that you have the latest version.

To view an application's About box

1. Open your product.
2. On the product menu, click **About <product name>**.
   The About box lists the version number and copyright dates.
3. When you've finished viewing the About box, close it.

Schedule future updates

The user who scheduled the event must be logged on for the scheduled event to occur. If this condition is not true, the event occurs the next time the correct user is logged on.

You can set up events to run at a scheduled time, without your participation. If your Macintosh is turned off during the time an event should take place, the event occurs the next time that you start your Macintosh. Before scheduling an update, test it once manually. See "Update everything now" on page 45, and "Customize a LiveUpdate session" on page 45.

For instructions on scheduling future updates, see "Schedule LiveUpdate events" on page 48.

Scheduling future events

5

Use Norton Scheduler to ensure that key tasks are performed regularly to keep your computer and data protected.

About Norton Scheduler

The tasks that are available in Norton Scheduler depend on what products are installed.

If your Macintosh is turned off during the time that an event should take place, the event occurs the next time that you start your Macintosh.

Open Norton Scheduler

You can open Norton Scheduler from your open program.

To open Norton Scheduler from Norton Internet Security

1. Open Norton Internet Security.
2. On the Norton Internet Security menu bar, click **Norton Scheduler**.

To open Norton Scheduler from LiveUpdate

See "Update procedures" on page 44.

1. Open LiveUpdate.
2. In the LiveUpdate window, click **Norton Scheduler**.

Schedule LiveUpdate events

In Norton Scheduler, LiveUpdate events check for updates to your installed products. If you have Norton AntiVirus installed, a monthly *virus definitions* update is also scheduled.

To add scheduled LiveUpdate events

See "Open Norton Scheduler" on page 47.

1. Open Norton Scheduler.
2. In the Norton Scheduler window, click **New**.
3. Click **Product Update**.
4. Type a descriptive name for the LiveUpdate task, for example, Update Fridays.
5. In the Choose a product to update list, select the item to update. Your options are:

All Products	Updates all installed products.
Virus Definitions	Updates virus definitions.
LiveUpdate	Updates LiveUpdate program files.
<Product Name>	Updates a product that you select. The names of installed Symantec products appear in the list.

6. In the Set a Frequency list, specify when the update should occur. Your options are:

Monthly	Runs the event monthly on the indicated date and time. You can select a date from the first of the month to the twenty-eighth.
Weekly	Updates once a week on the specified day and at the specified time.
Daily	Runs the event daily at the indicated time.
Annually	Runs the event each year on the indicated day and time. You can schedule the event up to one year in advance.

7. If you choose a frequency other than Daily, specify the date or day of the week that the update should occur.

See "Set a start time" on page 50.

8 Set a start time for the event.

9 Click **Save**.

Schedule Norton AntiVirus scans

If you have Norton AntiVirus installed, you can add scheduled scans of all or a part of your computer.

To add scheduled Norton AntiVirus scans

See "Open Norton Scheduler" on page 47.

1 Open Norton Scheduler.

2 In the Norton Scheduler window, click **New**.

3 Click **AntiVirus Scan**.

4 In the Add AntiVirus Scan Task window, type a descriptive name for the task, for example, Scan OS X disk.

5 Do one of the following:

- Drag the item you want to scan from the Finder into the Add AntiVirus Scan Task window.
- Click **Browse** to select the item you want to scan.

See "Select an item for a scheduled scan" on page 50.

6 In the Set a Frequency list, specify when the scan should occur. Your options are:

Monthly	Runs the event monthly on the indicated date and time. You can select a date from the first of the month to the twenty-eighth.
Weekly	Updates once a week on the specified day and at the specified time.
Daily	Runs the event daily at the indicated time.
Annually	Runs the event each year on the indicated day and time. You can schedule the event up to one year in advance.

7 If you choose a frequency other than Daily, specify the date or day of the week that the scan should occur.

See "Set a start time" on page 50.

8 Set the time of day that the event should occur.

9 Click **Save**.

Select an item for a scheduled scan

You can select a disk, volume, folder, or file to scan.

To select an item to scan

1. In the Add AntiVirus Scan Task window, click **Browse**.
2. In the Select a scan target window, locate the disk, volume, folder, or file.
3. Click **Select**.
4. The item's name and location appear in the Add AntiVirus Scan Task window.

Set a start time

You can set the exact time at which you want a scheduled event to start.

To set a start time

1. In the task window, in the Set the time box, do one of the following:
   - Type the exact time that you want in the hour and minute boxes.
   - Select the hour or minute box, then click the Up Arrow or Down Arrow to change the time that is displayed.
2. If your computer is set to display a 12-hour clock, an AM/PM indicator appears next to the time. Click the indicator to toggle the setting.
3. When you are finished, click **Save**.

Manage scheduled events

You can edit, delete, disable, and reset scheduled events.

Edit scheduled events

You can make changes to the events that you schedule.

To edit a scheduled event

1. Open Norton Scheduler.
2. In the Scheduled Events list, select the scheduled event that you want to change.
3. Click **Edit**.

4 Make your changes.
For a description of the scheduling options, see "Schedule LiveUpdate events" on page 48.

5 To change the event name, type a new name in the name field.

6 Click **Save**.

Delete scheduled events

You can delete scheduled events that you no longer want.

To delete a scheduled event

1 Open Norton Scheduler.

2 In the Scheduled Events list, select the scheduled event that you want to delete.

3 Click **Delete**.

4 In the verification box that appears, click **Delete** to verify that you want to delete the event.

Disable scheduled events

You can disable scheduled events without deleting them in case you want to enable them later.

To disable a scheduled event

1 In the Scheduled Events list, under On, uncheck the event that you want to disable.

2 To enable the event, check it again.

Reset scheduled tasks

You can reset all scheduled tasks to their original installed settings.

Product	Installed settings
Norton Personal Firewall	None.
Norton AntiVirus	Monthly LiveUpdate task to check for new virus definitions. Set to run on the first of each month.
Norton Internet Security	Monthly LiveUpdate task to check for new virus definitions. Set to run on the first of each month.

Product	Installed settings
Norton Utilities	Daily FileSaver snapshot to update your disk directory information. Set to run at noon. Daily Speed Disk defragmentation. Set to run at midnight.
Norton SystemWorks	Monthly LiveUpdate task to check for new virus definitions. Set to run on the first of each month. Daily Speed Disk defragmentation. Set to run at midnight. Daily FileSaver snapshot to update your disk directory information. Set to run at noon.

To reset scheduled tasks

1. On the Norton Scheduler menu, click **Reset Scheduled Tasks**.
2. In the verification window, click **Reset**.

2

Norton Personal Firewall

Protecting disks, files, and data from intrusion

6

Norton Personal Firewall protects your computer from connections using the access settings that you specify. You can allow access for certain computers, listing them by *IP address*, and you can define additional *services* to protect on your computer.

What Norton Personal Firewall protects

Norton Personal Firewall protects your computer from outside intrusion through *TCP/IP (Transmission Control Protocol/Internet Protocol)* and, optionally, *UDP (User Datagram Protocol)* connections. This means that while you are connected to the Internet or another network, no computer can access the files, programs, or other information on your computer without your authorization. This authorization is granted to a computer, not to an individual user, so any user on that computer has access. You can also block *ICMP* requests.

Norton Personal Firewall cannot be used to control outgoing information. For example, you cannot use it to encrypt personal information such as a credit card number that you are providing to a Web site. It also does not block Bluetooth traffic. (Bluetooth technology provides wireless connections between digital devices that have been enabled for it. It is built into some Macintosh computers.)

Specify access by IP address or host name

See "Add IP addresses" on page 76.

When you allow or deny access for certain computers, you can list those computers by their *Internet Protocol (IP) addresses* (protocols are sets of rules that govern data transmission). IP addresses consist of four numbers from 0 to 255, connected by periods such as 206.204.212.3. Every computer on the Internet has a unique IP address.

You may not know a computer's IP address, but you know its host name, the name that identifies a computer on a network. For example, www.symantec.com is the host name for the Symantec Web site. Host names are converted to IP addresses by the *Domain Name System (DNS)*. You can enter either a host name or an IP address in an access list.

IP addresses can be specified individually, as a range beginning with a certain value, or as a range that corresponds to a subnet. A subnet is a local area network that is part of a larger intranet or the Internet.

Define protection for port numbers

See "Define a custom service to protect" on page 78.

You can list *IP addresses* to allow or deny access for each *service* on your computer. The most common services are already defined in the Setup window for you. For those not listed, you can create an entry in the services list by specifying its name and *port number*.

Internet services communicate by means of *ports*, with each service using a unique port number. For instance, Web Sharing usually uses port 80, and File Sharing over *TCP/IP* uses port 548. Sometimes services are run on alternate ports. If, for example, two Web servers (computers that deliver Web pages to your browser) were running on the same computer, they could not both use the same port number–one of them would be assigned an alternate port number. Specifying protection by port number is useful for creating protection for services not predefined by Norton Personal Firewall, and for creating protection for services that use alternate port numbers.

See "Enable UDP protection" on page 83.

You can also specify protection for services that use *UDP* ports. However, this feature is intended for use only by those who understand Internet *protocols* well, as denying access to the wrong UDP ports can prevent your computer from functioning correctly on the Internet.

Track access attempts

Norton Personal Firewall records complete information about access attempts to your computer. It can log all denied accesses, allowed accesses, or both, and can provide you with immediate notification of allowed or denied accesses.

Norton Personal Firewall and AppleTalk

There are two principal network *protocols* used on Macintosh computers: *AppleTalk* and *TCP/IP*. AppleTalk provides local *services* that are not available over the Internet such as printing, sharing files with other computers on the same network, and company-specific applications. TCP/IP provides Internet services such as email and access to Web sites, as well as File Sharing and program linking over the Internet or an intranet.

TCP/IP security on Norton Personal Firewall

Norton Personal Firewall adds a level of protection to any application that uses the TCP *protocol* by granting access only for limited sets of computers on the Internet, based on their *IP addresses*. For example, if you have enabled File Sharing over *TCP/IP*, you must also grant File Sharing access in Norton Personal Firewall. You can either allow all access in Norton Personal Firewall or you can allow access only for certain IP addresses.

In Mac OS X, *AppleTalk* uses TCP/IP to connect to File Sharing and program linking *services* on other Mac OS X computers. Because of this, Norton Personal Firewall detects these connections and blocks them if you have not specifically allowed access.

See "Customizing firewall protection" on page 75.

To avoid blocking AppleTalk, set up File Sharing and program linking access in Norton Personal Firewall to allow access to those computers to which you connect using AppleTalk.

Monitoring access attempts

7

Norton Personal Firewall logs all incoming access attempts, whether they are allowed or denied. You can also choose to log outgoing access attempts. Use this log to verify that Norton Personal Firewall is working correctly.

Monitor firewall activity

When Norton Personal Firewall is installed, it is set to log both denied and allowed incoming access attempts. These attempts appear in the Access History log, which you can view at any time.

You may want immediate notification of access attempts under certain circumstances. For example, when you first install Norton Personal Firewall, you may want to evaluate every access attempt to ensure that Norton Personal Firewall is working. You may also want to receive immediate notification if you have changed some settings and want to make sure that they have produced the results that you want.

See "Test firewall settings" on page 61.

To verify protection settings or changes to those settings before going online, use the Norton Personal Firewall Quick Check feature. Quick Check simulates a TCP connection, logs an access attempt, and triggers a notification if you have enabled that feature.

You can also test your computer's security through a link to the Symantec Security Check Web site. You can use the results of the test to determine if your firewall settings are adequate.

Once you have set up your firewall, you can check to see if you are getting the desired results by reviewing the Connected Users report. If you have set your firewall to block all connections, this report should be empty. If you have set your firewall to allow certain users to connect to your computer, you can use this report to verify that they are able to connect.

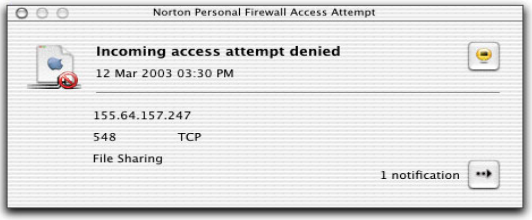
Enable or disable notification of access attempts

See "About alert messages" on page 64.

For both incoming and outgoing connections, you can choose to be notified of all denied access attempts, all allowed access attempts, or both. If you have enabled notification, an *alert* appears every time an access attempt of the kind specified occurs.

You can also choose to be notified if your computer's settings conflict with the firewall's settings. For example, you may have all access to File Sharing blocked in Norton Personal Firewall, then enable File Sharing in System Preferences. Because the firewall is blocking access, File Sharing is effectively unusable. Norton Personal Firewall can alert you of this conflict and change the firewall settings for you.

Access notification options can be set individually for any *service* that is listed in the Setup window. Any service for which individual notification options have not been set uses the global options that are set in Preferences.



Enabling or disabling notification has no effect on logging. Also, disabling logging has no effect on notification, although the notification alert is your only record of the access attempt.

To enable or disable access notification for a service

1. Open Norton Personal Firewall.
2. In the Setup window, select the service for which you want to set notification options.
3. Click **Edit**.
4. In the server setup dialog box, click **Notifications**.
5. Specify the desired notification options.
6. Click **Save**.

To enable or disable global access notification

1. Open Norton Personal Firewall.
2. On the Personal Firewall menu, click **Preferences**.
3. In the Personal Firewall Preferences window, click **Notifications**.
4. Specify the desired notifications options.
5. Close the Preferences window.
   Your changes are automatically saved.

Test firewall settings

You can test your firewall settings in two ways: using the Quick Check option to simulate access to a *service*, or using the Security Check option to connect to the Symantec Web site and scan your computer for vulnerability to Internet *threats*.

Simulate access with Quick Check

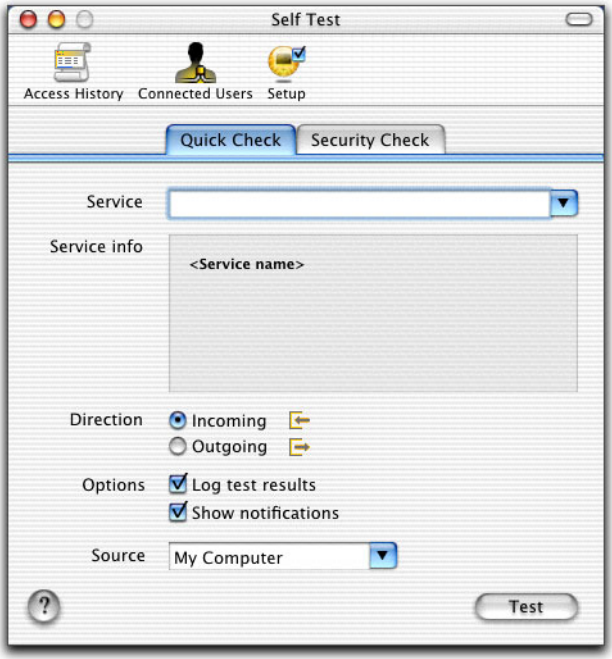
By default, the Quick Check option uses the *IP address* of your computer to simulate access to one of the services listed in the Setup window. You can also specify an IP address to use in the test. If your computer does not have an IP address, you must connect to the Internet before using Quick Check.

Norton Personal Firewall must be enabled for Quick Check to work.

To simulate access with Quick Check

1. Open Norton Personal Firewall.
2. On the Tools menu, click **Self Test**.

3 In the Self Test window, click **Quick Check**.



4 Select a service to test.
The protection defined for the specified service appears under the service name.

5 Under Direction, select one of the following:

- Incoming
- Outgoing

6 Under Options, select where you want the test results to appear. Your options are:

Log test results	The access attempt appears in the Access History log.
Show notifications	The access attempt appears in the Recent access attempts menu option in the Dock menu.

You can select either, both, or neither. The test results always appear in the Self Test window.

7 To specify an IP address other than your computer's, in the Source field, type the desired IP address.

8 Click **Test**.

Scan for vulnerabilities with Symantec Security Check

Use Symantec Security Check to test your computer's vulnerability to security intrusions. The Symantec Security Check link in Norton Personal Firewall connects you to the Symantec Web site. The Web site contains detailed information about what Symantec Security Check scans for and provides instructions for running the scan.

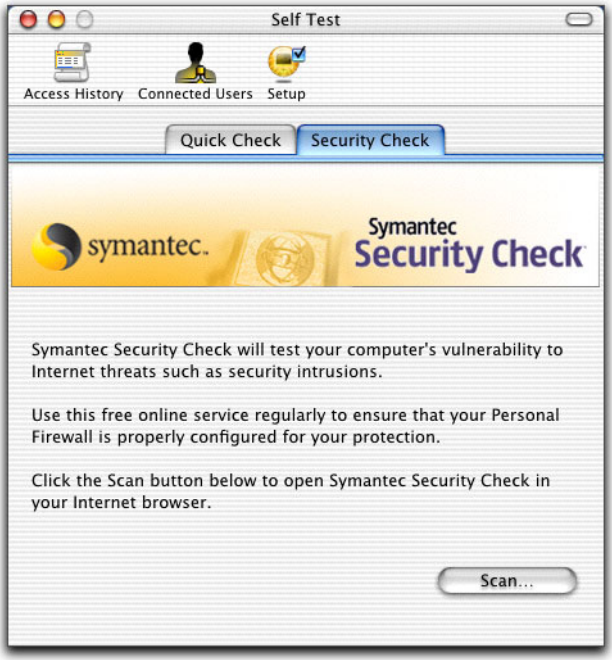
If your computer resides behind a corporate firewall, Symantec Security Check can give incorrect results.

To scan for vulnerabilities with Symantec Security Check

1 Open Norton Personal Firewall.

2 On the Tools menu, click **Self Test**.

3 In the Self Test window, click **Security Check**.


Self Test
Access History
Connected Users
Setup
Quick Check
Security Check
symantec.
Symantec
Security Check
Symantec Security Check will test your computer's vulnerability to Internet threats such as security intrusions.
Use this free online service regularly to ensure that your Personal Firewall is properly configured for your protection.
Click the Scan button below to open Symantec Security Check in your Internet browser.
Scan...

4 Click **Scan**.
Your browser opens on the Symantec Security Check Web page.

5 To learn more about what Security Check does, on the Security Check Web page, click **About Scan for Security Risks**.

6 To run the scan, click **Scan for Security Risks**.

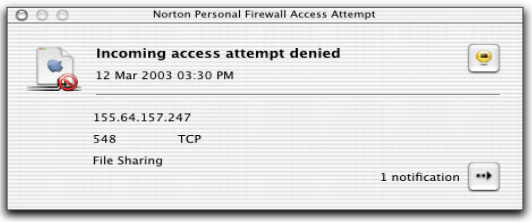
When the scan is complete, the results page lists all the areas checked and your level of vulnerability in each one. For any area marked as at risk, you can get more details about what the problem is and how to fix it.

Respond to access attempts

View the Access History log occasionally to check for any unusual activity or problem such as denied access for someone who should have access.

About alert messages

If you have enabled notification of access attempts, an *alert* window appears on your screen when access attempts occur. The number of alerts that you have received is indicated in the lower-right corner of the alert window. You can review the alerts by clicking the right arrow.



Alerts contain details of access attempts. If an access attempt seems suspicious, view the Access History log.

View the Access History log

All logged access attempts appear in the Access History log. Use this log of access attempts to spot potential security violations. When reading it, check for patterns such as:

- Many denied accesses, especially from a common client *IP address*
- Sequences of *port* numbers from the same client IP address, possibly indicating a port scan (someone trying many ports on your computer, looking for one that can be accessed)

It is normal to see some denied access attempts on a random basis (not all from the same IP address, and not to a sequence of port numbers). In some cases, access attempts are made due to activity on your own computer such as connecting to an *FTP* server and sending email.

To view the Access History log

1. Open Norton Personal Firewall.
2. On the Reports menu, click **Access History Log**.

Access History contents

The type of accesses being logged appears at the top of the window. The fields included in the window are as follows.

Date & Time	The date and time of the access attempt.
Action	Whether the access attempt was allowed or denied.
Direction	Whether the access attempt was incoming or outgoing.
Address	The IP address of the computer to or from which access was attempted.

Service	The name, if any, of the Internet service to or from which access was attempted.
Port	The port number to or from which access was attempted.
Mode	The communication mode over which the access attempt was made. Possible modes are TCP, UDP, and ICMP.
Type	The reason the entry appears in the log.
Host	The host name of the computer to or from which access was attempted. If the host name cannot be determined, the computer's IP address appears instead.

Access attempts with a blue dot in the first column occurred within the previous 15 minutes.

Change the appearance of the Access History log

You can change the appearance of the Access History log to suit your needs.

To change the appearance of the Access History log

❖ Customize the Access History log as desired. Your options are:

Sort by column.	Click the header of the column that you want to sort by. To change the sort direction, click the sorting triangle on the right side of the column header. By default, the log is sorted by date, with the most recent entries at the end.
Rearrange the columns.	Drag the column headings to the positions in which you want the columns to appear.
Resize the columns.	Drag the edge of the column heading until the column is the size that you want.
Remove columns.	On the Reports menu, click View options to get a list of the columns displayed. Uncheck the columns that you don't want to see, then click Save.

Export the Access History information

The contents of the Access History log can be exported to a tab-delimited text file. You can export the entire log or selected entries in the log. The Access History log must be open to export it.

To export the Access History information

1. On the Reports menu, click **Access History Log**.
2. If desired, select individual entries to export.
3. On the File menu, click **Export**.
4. In the export dialog box, specify a name and location for the file.
5. If you are exporting selected entries, check **Export only selected entries**.
6. Click **Save**.

Clear the Access History log

If the list in the Access History log gets too long, you can clear the log.

To clear the Access History log

1. On the Reports menu, click **Access History Log**.
2. On the Edit menu, click **Clear Log**.
3. Verify that you want to clear Access History.

Learn more about a specific access attempt

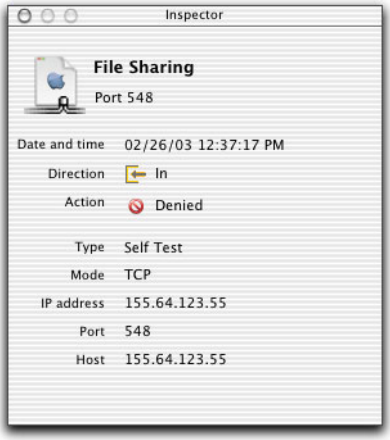
You can get more information on any entry in the Access History log from the Inspector window, the Learn More Web site, or the Visual Tracking Web site.

Open the Inspector window

The Inspector window gives you all of the Access History log information about an access attempt in one window.

To open the Inspector window

❖ In the Access History log, double-click the line for which you want more information.



Access the Learn More Web site

The Norton Personal Firewall Learn More Web site displays more details about the access attempt and provides links to other sites that may provide details about the source (the Host Name field) of access attempts.

To access the Learn More Web site

1 In the Access History log, select the access attempt for which you want more information.

2 On the Tools menu, click **Learn More**.

Access the Visual Tracking Web site

The Visual Tracking Web site shows you a map with the location of the owner of the *IP address* that is the source of an access attempt. It also gives you the name of the IP address' Internet service provider and links to more details about the owner of the IP address.

To access the Visual Tracking Web site

1 In the Access History log, select the access attempt for which you want more information.

2 On the Tools menu, click **Visual Tracking**.

Change logging preferences

Logging of all incoming access attempts and suspicious activity is enabled by default. Keep these settings until you feel confident that your configuration of Norton Personal Firewall is working as you planned. Logging all accesses can create a large log file quickly, so you may eventually want to limit what is being logged.

You may also want to log access attempts to or from some *services* and not others. You can define what gets logged for each service if desired. If you do not define individual logging settings for a service, the settings specified in Preferences are used.

To change default logging preferences

1. Open Norton Personal Firewall.
2. On the Personal Firewall menu, click **Preferences**.
3. In the Personal Firewall Preferences window, click **Logging**.
4. Specify Logging options.
5. Close the Preferences window.
   Your changes are automatically saved.

To define logging preferences for a service

1. Open Norton Personal Firewall.
2. In the Setup window, select the service for which you want to define logging preferences.
3. Click **Edit**.
4. In the service setup dialog box, click **Logging**.
5. Specify your logging preferences for the service.
6. Click **Save**.

Disable logging

Logging and *service* protection are independent of one another. For example, if you are logging allowed accesses and then make Norton Personal Firewall inactive, Norton Personal Firewall continues logging and logs all accesses, since all accesses are allowed. Under certain circumstances such as when you want to create a new log file, you need to disable logging altogether. Disabling logging has no effect on Norton Personal Firewall protection.

If you have set individual logging preferences for a service, you must disable those settings also to completely stop all logging.

To disable default logging options

1. Open Norton Personal Firewall.
2. On the Personal Firewall menu, click **Preferences**.
3. In the Personal Firewall Preferences window, click **Logging**.
4. Uncheck all logging options.
5. Close the Preferences window.
   Your changes are automatically saved.

To disable logging for a service

1. Open Norton Personal Firewall.
2. In the Setup window, select the service for which you want to disable logging.
3. Click **Edit**.
4. In the service setup dialog box, click **Logging**.
5. Uncheck all logging options.
6. Click **Save**.

How the log file is structured

The log file is a tab-delimited text file named Norton Personal Firewall Log. It can be read by any word processor or spreadsheet application, or by some log-analyzer applications.

The log file is located in Library:Application Support:Norton Solutions Support:Norton Personal Firewall.

Access attempts are logged using the following tokens (which are included in the !!LOG_FORMAT line whenever Norton Personal Firewall starts or a new log file is written):

DATE	Date, time, and time zone of access attempt
RESULT	OK for an allowed access; ERR! for a denied access
HOSTNAME	IP address of the client attempting access to the given port
SERVER_PORT	The port to which access is attempted by the given client

METHOD	The protocol used by the access attempt (TCP or UDP)
DIRECTION	IN for incoming access attempts; OUT for outgoing access attempts
TYPE	Reason that the entry appears in the log

Exporting the log file to a spreadsheet and sorting the data may make it easier to spot patterns that could indicate a potential security violation. For example:

- Sort by the RESULT field and then by HOSTNAME. In the rows containing ERR! in the RESULT field, look for groupings of *IP addresses* in the HOSTNAME field. Large numbers of ERR! lines for a given IP address may indicate an attempted security breach.
- Sort by RESULT, then by HOSTNAME, and then SERVER_PORT. In the rows containing ERR! in the RESULT field, look for sequences of *port* numbers in the SERVER_PORT field that have the same IP address in the HOSTNAME field. Sequences of port numbers from a given IP address may indicate a port scan.

See "To view the Access History log" on page 65.

For information on an IP address in the log file (or in a notification *alert*), refer to the Access History log.

Work with the Connected Users report

The Connected Users report lists all of the computers that are currently connected to your computer. If a computer has made multiple connections, all of those connections are listed separately. You can use the Connected Users report to verify that those users who should be connected to your computer are able to do so and that no one who should be blocked is getting through.

While viewing the Connected Users report, you can add the *IP address* of a connected computer to a deny or allow access list, disconnect the computer from your computer, get more information about the connected computer, and export the list to a text file.

To review the Connected Users report

1 Open Norton Personal Firewall.

2 On the Reports menu, click **Connected Users**.
The Connected Users report displays:

Recent connection	A blue dot appears in the first column if the connection was made within the last 15 minutes.
Connection status	In the second column, a green dot appears if the user is currently connected. A red dot appears if you disconnected the user.
Connection start time	The time that the connection was made.
Service	The service through which the connection was made.
Address	The IP address of the computer that is making the connection.
Application	The application that is used to make the connection.
Host	The host name of the connected computer. If the host name cannot be determined, the computer's IP address appears instead.

Change the appearance of the Connected Users report

You can change the appearance of the Connected Users report to suit your needs.

To change the appearance of the Connected Users report

❖ Customize the Connected Users report as desired. Your options are:

Sort by column.	Click the header of the column that you want to sort by. To change the sort direction, click the sorting triangle on the right side of the column header. By default, the report is sorted by connection start time, with the most recent entries at the end.
Rearrange the columns.	Drag the column headings to the positions in which you want the columns to appear.

Resize the columns.	Drag the edge of the column heading until the column is the size that you want.
Remove columns.	On the Reports menu, click View options to get a list of the columns displayed. Uncheck the columns that you don't want to see, then click Save.

Disconnect a connected user

See "Change the time limit for disconnected users" on page 74.

You can disconnect any user who is listed in the Connected Users report. When you do so, the user is prevented from reconnecting to your computer for 30 minutes, by default. You can change this time limit in Preferences.

Some *services* make more than one connection. For example, *FTP* often makes two connections and some Web browsers can make up to eight. All of these connections appear in the report separately as duplicate entries, but disconnecting one of the duplicate entries disconnects them all.

To permanently prevent users from reconnecting to your computer, add their *IP addresses* to your deny access list for that service.

To disconnect a connected user

1. In the Connected Users report, select the computer that you want to disconnect.
2. On the toolbar, click **Disconnect User**.
3. In the confirmation dialog box, click **Disconnect**.

Get more information about a connected user

More information about a connected user is available from the following places:

Show Info window	The Show Info window gives you all of the Connected Users report information about the connection in one window.
Learn More Web site	The Norton Personal Firewall Learn More Web site displays more details about the connected user and provides links to other sites that may provide details about the source of the connection.
Visual Tracking Web site	The Visual Tracking Web site shows you a map with the location of the owner of the IP address listed in the report. It also gives you the name of the IP address' Internet service provider and links to more details about the owner of the IP address.

To get more information about a connected user

1. In the Connected Users report, select the connection for which you want more information.
2. On the toolbar, select one of the following:
   - Show Info
   - Learn More
   - Visual Tracking

Export the Connected Users list

You can export the contents of the Connected Users report to a text file.

To export the Connected Users list

1. On the toolbar of the Connected Users report, click **Export List**.
2. In the Save as dialog box, type the name under which you want the report to be saved.
3. Select the location in which you want the report to be saved.
4. Click **Save**.

Change the time limit for disconnected users

When you disconnect a user from the Connected Users report, that user cannot reconnect to your computer for the amount of time that is specified in Preferences.

To change the disconnect users time limit

1. Open Norton Personal Firewall.
2. On the Personal Firewall menu, click **Preferences**.
3. In the preferences window, click **Connected Users**.
4. Change the amount of time that the user must remain disconnected as desired.
5. Close the preferences window.
   Your changes are automatically saved.

Customizing firewall protection

8

As you work with Norton Personal Firewall, you may need to adjust your access settings. For example, you may want to allow File Sharing for a colleague working at another location. You may also find a *service* on your computer that is not listed separately in the Setup window and requires customized protection. You can add that service to the list. You can also extend protection to your computer's *UDP ports*.

See "Disconnect a connected user" on page 73.

Changes to access settings do not affect computers that are connected to your computer when you make the changes. When the connection is broken, the changes take effect. For example, if a computer is connected to File Sharing on your computer and you deny File Sharing access, the computer remains connected until either the user logs off or you explicitly break the connection.

Set protection for standard Internet services

The Internet *services* built into the Macintosh OS are defined in the Setup window of Norton Personal Firewall. Services that are not listed are protected using the settings for the All Others service entry. They are all set to deny all access by default. You can change protection settings for any of the services listed.

For every service listed in the Setup window, for both incoming and outgoing connections, you can:

- Deny all access.
- Allow access to addresses in the list.
- Deny access to addresses in the list.
- Allow all access.

These settings are listed in order from most to least restrictive.

To deny or allow all access to a service

1. Select the service to which you want to deny or allow all access.
2. Select incoming or outgoing connections.
3. Select the option that you want.

See "Work with the Connected Users report" on page 71.

If you deny access to a service to which someone is connected, that change does not take effect until the connection is broken. You can see who is connected to a service on the Connected Users report.

To deny or allow access to a list of IP addresses

1. Select the service to which you want to deny or allow access.
2. Select incoming or outgoing connections.
3. Select the option that you want.
4. Define the IP addresses to go in the list.

See "Work with the Connected Users report" on page 71.

If you deny access to an *IP address* that is currently connected, that change does not take effect until the connection is broken. You can see the IP addresses currently connected to your computer on the Connected Users report.

To define a list of addresses to which to allow or deny access

1. Select the Internet service for which you want to define access.
2. Select incoming or outgoing connections.
3. Select whether you want to allow or deny access for a list of IP addresses.
4. Click **New** to add an address or range of addresses to the list.

Add IP addresses

You can add a single *IP address* or range of addresses to the allow or deny access list. When you add a range of addresses, you enter only the beginning of the range. Norton Personal Firewall determines the end of the range based on how much of the beginning IP address you enter.

To add a single address

1. In the address setup dialog box, in Allow access to, click **a single address**.
2. In the Address field, type the IP address or host name.
   To choose a computer on your network, click **Browse**.
3. Click **Save**.
   The address appears in the Setup window in the list.

To add a range of addresses

1. In the address setup dialog box, in Allow access to, click **addresses starting with**.
2. In the Base IP address field, type enough of an address to get the range of addresses that you want.
   As you enter each digit of a Base IP address, Norton Personal Firewall determines the end of the range and displays it in the Addresses range area of the address setup dialog box.
3. Click **Save**.

Add subnet addresses

You can add your own *subnet* or a different subnet to your deny or allow access list. If you use your own subnet, the *subnet mask* is filled in automatically. If you specify a different subnet, you must provide its subnet mask.

To add addresses for your own subnet

1. In the address setup dialog box, in Allow access to, click **all computers on a network**.
2. Click **Use My Subnet**.
   The base IP address and subnet mask for your subnet are filled in automatically.
3. Click **Save**.

To add addresses for a subnet other than your own

1. In the address setup dialog box, in Allow access to, click **all computers on a network**.
2. Type the base IP address and the subnet mask for the subnet into the appropriate fields.
3. Click **Save**.

Define a custom service to protect

You can add *services* that are not listed in the Setup window. You can select from a list of predefined services or enter your own.

To define a custom service

1 Under the services list, click **New**.

Name:
Description:
Ports
Logging
Notifications
New
Edit...
Delete
These are the ports that are used by this service. To add a port to the list, click the New button.
You can only add a new port to services you have created. You cannot modify services pre-defined by Norton Personal Firewall.
Cancel
Save

2 Select a service name. If the service that you want to add does not appear in the list, type it in the Name field.
If you select a service from the list, the port number appears automatically.

3 If desired, type a description of the service.

4 If you need to define a range of ports for the service, or if you typed a service name, click **New** to specify the port number or range.
An icon for the service appears automatically.

5 You can change the icon by copying and pasting or dragging and dropping the desired icon over the icon in the New Service dialog box.

6 If you want to specify logging or access notification preferences for this service that are different from the default preferences, do so on the Logging and Notification tabs. See "Enable or disable notification of access attempts" on page 60 and "Change logging preferences" on page 69.

7 Click **Save**.
The new service appears in the Setup window in the list. To specify access for that service, see "Set protection for standard Internet services" on page 75.

Edit or delete a custom service

For predefined *services*, you can only edit logging and notification settings. You cannot delete predefined services. You can edit or delete a custom service that you added to the list.

You cannot change the *port* number when editing the custom service. To change the port number, delete the service and add a new one with the correct port number.

To edit a custom service

1. In the Setup window, select the service that you want to edit.
2. Click **Edit**.
3. In the service setup dialog box, make the changes you desire.
4. Click **Save**.

To delete a custom service

1. In the Setup window, select the service that you want to delete.
2. Click **Delete**.
3. In the warning dialog box that appears, verify that you want to delete the service.

Change protection settings

You can make changes to the protection settings for a *service* at two levels. You can change the level of restriction (for example, from Deny all access to Allow access from only addresses in list) or you can change the list of addresses associated with a restriction level. You make these changes in the Setup window.

If you make a change to a service's protection settings that denies access to someone who is currently connected to that service, the change does not take effect until that person is disconnected from that service, either by logging off or by you breaking the connection.

Change the level of restriction

You can change the level of restriction for a *service* at any time.

To change the level of restriction

1. In the Setup window, select the service that you want to change.
2. Select incoming or outgoing connections.
3. Select the new restriction option:
   - If you are changing to a restriction option that refers to a list of IP addresses, you must create that list. See "Set protection for standard Internet services" on page 75.
   - If you are changing to either Deny all access or Allow all access from an option for which you have specified a list of IP addresses, you do not need to delete those addresses. They remain visible but unavailable in the Setup window.

Change an IP address list

For either restriction option requiring an *IP address* list, you can add to the list, edit the addresses in the list, or delete addresses from the list in the Setup window.

Before changing a list, make sure that the list you want to change is displayed by clicking the appropriate *service* and the correct connection direction.

To add an IP address to a list

1. In the Setup window, click **New**.
2. Add IP addresses as necessary.
3. Click **Save**.

To edit an IP address or range of addresses in a list

1. In the Setup window, select the address or range of addresses.
2. Click **Edit**.
3. In the IP address setup dialog box, make the changes that you want.
4. Click **Save**.

To delete an IP address from a list

1. In the Setup window, select the address or range of addresses.
2. Click **Delete**.

About active FTP support

Norton Personal Firewall provides active *FTP* support, which allows *downloading* of files from an FTP server without blocking the connection.

Active FTP support is on by default. If you use your computer as an FTP server, or if you want to block your computer from downloading files using FTP, you can turn off active FTP support.

To turn off active FTP support

1. Open Norton Personal Firewall.
2. On the Tools menu, click **Protection settings**.
3. In the protection settings dialog box, click **Custom Setup**.
4. Uncheck **Enable Active FTP support**.
5. Click **Save**.

Stealth mode

Usually, when an attempt to access your computer is denied by Norton Personal Firewall, a message is returned to the requesting computer indicating the denial. If you check Enable Stealth mode, no message is sent, thereby making your computer invisible to whoever tried to access it.

What Stealth mode does

When you enable Stealth mode, TCP, *UDP*, and almost all *ICMP* requests directed at *services* to which you have denied access are ignored. The exceptions are ICMP types 0 (echo replies for Pings sent), 3 (destination unreachable), and 11 (time exceeded). In addition, your computer is hidden from traceroute utilities. (Traceroute utilities are used to find the path that a *packet* takes from one computer to another.) Enabling Stealth mode also causes the ICMP messages to be logged in Access History.

You can also choose to enable Stealth mode for Rendezvous networking traffic. Doing so blocks all Rendezvous-based communications.

Disable Stealth mode

Stealth mode is enabled by default. Unless you have experienced problems such as *denial-of-service attacks*, you may want to disable it, as *ICMP* messages have legitimate uses on networks and for File Sharing.

To disable Stealth mode

1. Open Norton Personal Firewall.
2. On the Tools menu, click **Protection settings**.
3. In the protection settings dialog box, click **Custom Setup**.
4. Uncheck **Enable Stealth mode**.
5. Click **Save**.

Block suspicious activity

Suspicious activity is defined by Norton Personal Firewall as transmission of data *packets* whose source *IP addresses* are spoofed (made to look like those from a trusted host).

You can protect against both outgoing and incoming suspicious activity. Outgoing suspicious activity protection prevents your computer from spreading a malicious attack to other computers. Incoming suspicious activity protection blocks those kinds of attacks from reaching your computer.

To block suspicious activity

1. Open Norton Personal Firewall.
2. On the Tools menu, click **Protection settings**.
3. In the protection settings dialog box, click **Custom Setup**.
4. Check **Enable suspicious activity protection**.
5. Select whether you want to deny outgoing suspicious traffic, incoming suspicious traffic, or both.
6. Click **Save**.

About UDP

User Datagram Protocol (UDP) is a relatively simple *protocol* used for Internet operations. For example, the *Domain Name System (DNS)*, which translates *host names* into *IP addresses*, uses UDP.

There is little reason to protect UDP *ports*. However, if you have a specific reason for protecting a UDP port, protect it with caution. Denying access to UDP *services* can cause problems when accessing the Internet.

Enable UDP protection

In most cases, you will want to protect only *UDP ports* up through 1023. These low-numbered UDP ports are used for standard *services* such as *DHCP (Dynamic Host Configuration Protocol)*, commonly used to obtain a computer's *IP address*, and NTP (Network Time Protocol), which can be used by the Date & Time Control Panel. Higher-numbered ports are used dynamically by certain UDP services such as *DNS*. Denying access to high-numbered ports disables such services, since there is no way to know which port will be used by a given service.

To further avoid problems if you enable UDP protection, you can allow access to essential services. Choosing this option means that services such as DHCP and DNS can continue unimpeded.

To enable UDP protection

1. Open Norton Personal Firewall.
2. On the Tools menu, click **Protection settings**.
3. In the protection settings dialog box, click **Custom Setup**.
4. Check **Enable UDP protection**.
5. Check the other UDP options as desired. Your options are:
   - Protect outgoing UDP connections
   - Allow access to essential services
   - Protect all or a range of UDP ports
6. Click **Save**.

How UDP protection works

Once you enable *UDP* protection, it works much like TCP protection. Norton Personal Firewall uses the same *service* list for UDP as it does for TCP. Normally, a service uses either a TCP or a UDP *port*, but Norton Personal Firewall protects both types of ports for a given service (if UDP protection for that port is active).

One way that UDP protection differs from TCP protection is that UDP is a connectionless *protocol* (does not require a connection to send a message), while TCP is a connection-based protocol (requires a connection before sending messages). With TCP, Norton Personal Firewall can allow or deny only the connection attempt, and not the information following the attempt. With UDP, Norton Personal Firewall must allow or deny every piece of information destined for a particular service. Therefore, it cannot block

only incoming or outgoing connection attempts; it must block all communications associated with the service.

Additional differences with UDP relate to logging and notification. With TCP, even if no service is active on a particular port, Norton Personal Firewall is notified of access attempts to that port and can log those access attempts. In general, Norton Personal Firewall is not notified of access attempts to UDP ports that are not active. It does not log or notify on these attempts, and the attempts are not included in the Access History log.

If you enable UDP protection, it logs the UDP access attempts even if the UDP ports are not active.

See "Change logging preferences" on page 69.

Since UDP is connectionless, Norton Personal Firewall logs and notifies on every UDP *packet* for active ports that it is protecting (if the appropriate options have been configured). You may not want to log allowed accesses if you have enabled UDP protection, due to the number of log entries that could be generated. For example, since *DNS* uses a UDP port, the log would contain an entry for every time that you connected to a Web site.

Troubleshooting in Norton Personal Firewall

9

Frequently asked questions

Scan this section for common firewall problems.

How do I turn off firewall protection?

Turn off firewall protection in the Setup window.

To turn off firewall protection in the Setup window

1. Open Norton Personal Firewall.
2. If the Setup window does not appear, on the Tools menu, click **Setup**.
3. In the Setup window, uncheck **Enable Norton Personal Firewall**.

To disable Norton Personal Firewall for a specified amount of time

1. On the Finder menu bar, click the Norton QuickMenu icon.
2. On the Norton QuickMenu, click **Norton Personal Firewall > Disable firewall temporarily**.
3. In the Temporarily Disable Firewall window, type the number of minutes for which you want Norton Personal Firewall to be disabled.
4. Click **Disable**.

Why can't I access any Web site?

You have probably enabled *UDP* protection and have affected a low-level *service* that your computer needs to perform Internet activities. Possibilities include:

- *DHCP*: Check the *TCP/IP* settings in the Network System Preferences dialog box to see if your computer is configured to get its *IP address* using DHCP. If it is, Norton Personal Firewall has created a service entry for DHCP. Edit that service entry to allow the DHCP server access to your computer. Use the DHCP server's IP address from the Access History log.
- *DNS*: Almost all outgoing Internet operations require DNS, which converts *host names* to IP addresses. Make sure that you are not blocking the dynamic *ports* used by DNS (usually ports 32768 or higher).
- Make sure that you have checked the option to allow essential services in your protection settings. This option prevents interference with DHCP, DNS, and other standard Internet services.

What service does this port number represent?

Following are TCP and *UDP port* numbers commonly used by Macintosh *services*.

TCP port numbers

Port	Usage	Notes
20	FTP data	Used only as a source port
21	FTP control	
23	Telnet	Common port for attacks
25	SMTP (email)	
53	DNS	Mainly uses UDP, not TCP
70	Gopher	
79	Finger	
80	HTTP (Web)	
88	Kerberos	

Port	Usage	Notes
105	PH (directory)	
106	Poppass (change password)	
110	POP3 (email)	
111	Remote procedure call (RPC)	Used for many UNIX programs
113	AUTH	
119	NNTP (news)	
139	NETBIOS session	Windows access (ASIP 6)
143	IMAP (new email)	
311	AppleShare Web Admin	ASIP 6.1 and later
384	ARNS (tunneling)	
387	AURP (tunneling)	
389	LDAP (directory)	
407	Timbuktu 5.2 or later	Previous versions use other ports
427	SLP (service location)	Only uses TCP for large responses
443	SSL (HTTPS)	
497	Retrospect	UDP for finding clients
510	FirstClass server	
515	LPR (printing)	
548	AFP (AppleShare)	
554	RTSP (QuickTime server)	Also uses UDP 6970+
591	FileMaker Pro Web	Recommended alternate to 80
626	IMAP Admin	Apple extension in ASIP 6
660	ASIP Remote Admin	ASIP 6.3 and later
666	Now contact server	Violates actual port assignment
687	ASIP shared U&G port	ASIP 6.2 and later
1080	WebSTAR Admin	WebSTAR port number plus 1000
1417	Timbuktu Control (pre-5.2)	Login is through UDP Port 407

Port	Usage	Notes
1418	Timbuktu Observe (pre-5.2)	Login is through UDP Port 407
1419	Timbuktu Send Files (pre-5.2)	Login is through UDP Port 407
1420	Timbuktu Exchange (pre-5.2)	Login is through UDP Port 407
1443	WebSTAR/SSL Admin	WebSTAR port number plus 1000
3031	Program linking (Apple events)	Mac OS 9 and later
4000	Now public event server	
4199	EIMS Admin	
4347	LANsurveyor responders	Uses UDP also
5003	FileMaker Pro	Direct access, not through Web; UDP for host list
5190	AOL Instant Messenger	
5498	Hotline tracker	UDP port 5499 for finding servers
5500	Hotline server	
5501	Hotline server	
7070	RealPlayer	Also UDP ports 6970–7170
7648	CuSeeMe (video)	Client connections; UDP for audio/video
7649	CuSeeMe (video)	Connection establishment
8080	Common HTTP alternate	
19813	4D server	Previously 14566 (6.0 and earlier)

UDP port numbers

Port	Usage	Notes
53	DNS	Sometimes uses TCP
68	Dynamic Host Configuration Protocol (DHCP)	Commonly used to obtain a computer's IP address
69	Trivial File Transfer Protocol (TFTP)	
123	Network Time Protocol	

Port	Usage	Notes
137	Windows Name Service	
138	Windows Datagram Service	
161	Simple Network Management Protocol (SNMP)	
407	Timbuktu	Handshaking only, prior to version 5.2
458	QuickTime TV	
497	Retrospect	Finding clients on the network
514	Syslog	
554	Real Time Streaming Protocol (QuickTime)	
2049	Network File System (NFS)	
3283	Apple Network Assistant	
5003	FileMaker Pro	For obtaining host list
6970 +	QuickTime and RealPlayer	
7070	RTSP alternate (RealPlayer)	

How do I create a new log file?

If your log file is becoming unwieldy due to its size, you may want to start over with a new log file. You do not have to delete the old log file, and can save it for record keeping.

If you do not disable logging before renaming or moving the log file, Norton Personal Firewall continues logging to that file until logging is disabled or the computer is restarted, after which the new file is created.

To create a new log file

1. Open Norton Personal Firewall.
2. On the Personal Firewall menu, click **Preferences**.
3. In the Personal Firewall Preferences window, click **Logging**.
4. Disable logging.

See "Disable logging" on page 69.

5 Do one of the following:

- Rename the log file (called Norton Personal Firewall Log).
- Move the log file out of Library:Application Support:Norton Solutions Support:Norton Personal Firewall folder.

6 Enable logging.

See "Change logging preferences" on page 69.

Why doesn't Norton Personal Firewall load?

It may have crashed. Try deleting the preferences file, named com.symantec.NPF.plist, in Library:Preferences.

Why doesn't File Sharing work?

See "Set protection for standard Internet services" on page 75.

You may have enabled File Sharing over *TCP/IP*. By default, all TCP/IP *services* are initially protected from any access. You must specify access to File Sharing before it will be accessible.

Why can't I install Norton Personal Firewall for Mac OS X?

You must have an Administrator password to install Norton Personal Firewall in Mac OS X.

Why can't I create an alias to Norton Personal Firewall?

If Norton Personal Firewall was installed under a different Mac OS X login than the one you are currently using, you cannot create an *alias* to it because of the access permissions established in Mac OS X. Have the person who installed the software create an alias and place the alias in an area to which you have access. You can then drag the alias to the desired location.

My entries in IPFW keep disappearing

Norton Personal Firewall writes to IPFW with its own settings. Any entries that you make independently in IPFW are overwritten.

Questions about home networking

Scan this section if you have a home network.

How do I protect all of the computers on my home network?

Install a copy of Norton Personal Firewall only on those computers with access to the Internet. If other computers are networked, but do not have Internet access, they do not need Norton Personal Firewall.

All computers connected to an AirPort should have a copy of Norton Personal Firewall installed.

How do I specify access for a computer with a dynamically generated IP address?

See "To view the Access History log" on page 65.

Computers that get their *IP addresses* from *DHCP (Dynamic Host Configuration Protocol)* usually don't have the same IP address every time they connect to a network. However, their IP addresses usually fall within a given range. Determine that range by checking the Access History log for denied accesses to that computer and noting the IP addresses used.

See "To add a range of addresses" on page 77.

You can then specify that range in the IP address list for the *service* for which you need to define access.

How does the firewall affect file and printer sharing?

See "Set protection for standard Internet services" on page 75.

Norton Personal Firewall provides security for *TCP/IP* connections. It does not affect *AppleTalk* connections in Mac OS 8.1 to 9.x. If you require that other computers have access to File Sharing on your computer through TCP/IP, include their *IP addresses* in the allow access list for File Sharing.

In Mac OS X, AppleTalk also uses TCP/IP for File Sharing and program linking. Make sure that File Sharing and program linking access is allowed for those computers to which you connect using AppleTalk.

3

Norton AntiVirus

Protecting disks, files, and data from viruses

10

Although Norton AntiVirus Auto-Protect monitors your computer for viruses by scanning files when they are created or copied, and scanning all disks and removable media when they are mounted, Auto-Protect might not catch new viruses. With Norton AntiVirus you can scan any file, folder, or disk for viruses.

Scan disks, folders, and files

Start the Norton AntiVirus main program to scan your disks.

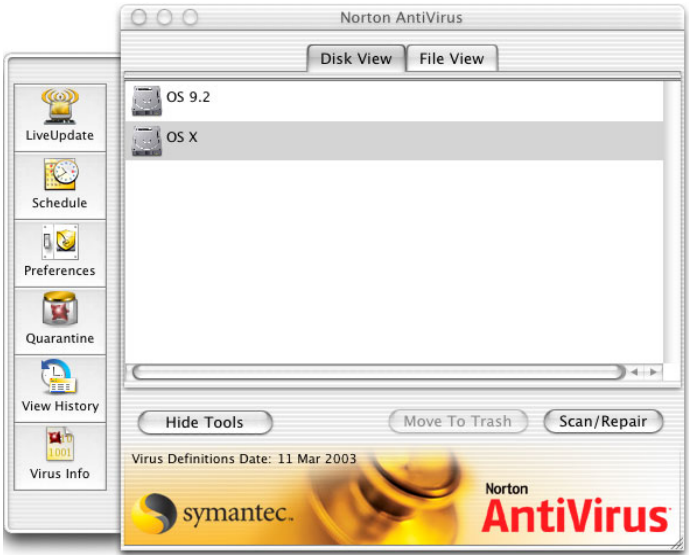
Norton AntiVirus can scan only those files to which you have access permission. Even if you are logged on as an administrator, there are certain system files and directories that cannot be scanned. Those files can be scanned only if you are logged on with root access. However, unless you log on as root when you work on your computer, there is almost no chance that those files could be infected, as Mac OS X is set by default to have the root account disabled. If you never log on as root, performing scans while logged on as an administrator catches any viruses the computer might have acquired.

See "To check your login type" on page 22.

You can customize the way Norton AntiVirus performs scans. Norton AntiVirus can check *compressed files* for viruses, but not encrypted files. Encrypted files, which normally require a password to open them, must be decrypted before you scan them.

To scan disks, folders, and files for viruses

1 Open Norton AntiVirus.



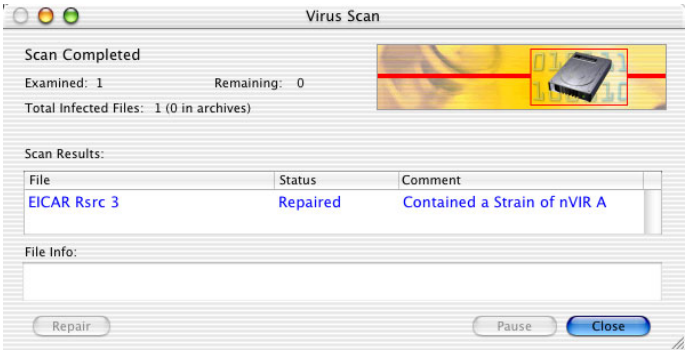
2 In the Norton AntiVirus main window, do one of the following:

- In Disk View, select the disk to scan.
- In File View, select individual folders or files to scan.

3 Click **Scan/Repair**.

4 Click **Pause** to interrupt a scan.
To resume the scan, click **Continue**.

5 To view details of a selected file, look in the Scan Results pane.



6 To view details of a selected file, look in the File Info panel.

If problems are found during a scan

Norton AntiVirus is designed to help keep your computer virus-free. In most cases, an infected file can be repaired automatically. In some cases, you may need to take further action.

In Mac OS X, the file is automatically repaired if you have Automatic Repair On checked on the General tab of the Preferences window.

If the virus is not repaired, the file can be quarantined. Quarantining a file prevents it from reinfecting your computer or damaging other files.

Scan email attachments

See "Set Scan Preferences" on page 109.

Norton AntiVirus Auto-Protect provides automatic scanning of email messages. With Auto-Protect enabled and Scan *compressed files* turned on, scanning of email is fully functional.

Scan and repair in archives

The Norton AntiVirus application automatically scans and repairs inside file archives. For example, if you open a zip file Norton AntiVirus scans and, if needed, repairs files without user action.

Scanning of Stuffit file Archives is limited to the Norton AntiVirus application. Auto-Protect, the command line scanner, Scan on Mount, and scheduled scanning do not scan within Stuffit Archives. All other compressed and archival file formats are scanned.

View and print scan history

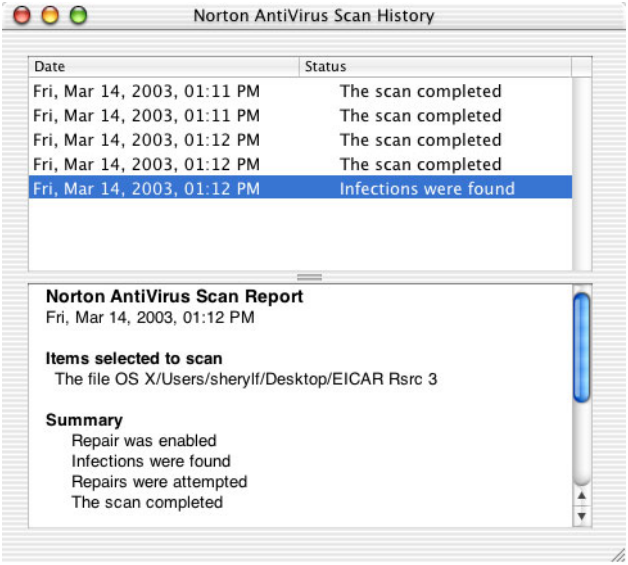
Norton AntiVirus automatically saves a report of each scan. You can view and print these scan results at the end of a scan. You can also review previous scans in the History file.

Save and print scan reports

At the end of a scan, you can save the scan results in a file. You can specify the file format in Preferences. Saving a scan report in a specific file format associates it to a word processing program. You can print a scan report from the Scan Results window or from the Scan History window.

To select a scan report to save or print

1 In the Norton AntiVirus main window, click **View History**.

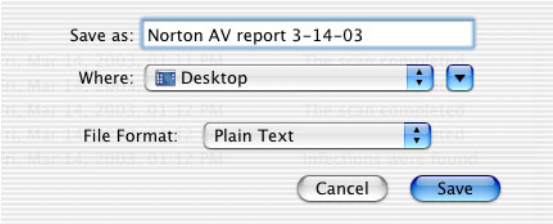


2 In the Norton AntiVirus Scan History window, in the top pane, select the report to view.
The details appear in the lower pane of the window.

To save the selected scan report

1 On the File menu, click **Save Report As**.

2 In the dialog box that appears, specify a name and location for the file. The default file name is <Untitled Report>.



3 Click **Save**.

To print the selected scan report

1 Do one of the following:

- If you are still viewing the scan results, click **Print**.
- If you have selected the report in the Scan History window, on the File menu, click **Print**.

2 In the Print dialog box, select the printing options for the report.

3 Click **Print**.

Perform a scan from the command line

Use the Command Line Scanner to run scans from the command line and to obtain scan reports and save them. Create scripts to be incorporated into other UNIX maintenance scripts.

You can customize the features of the Command Line Scanner to run the scans that you want. Here are a few examples of command line scans you can run:

- navx /
  Scans your system drive with default options
- navx -a -r /Users/steve/
  Scans without repairing, the files in the home folder of user steve, and reports the status of all files

- navx -ar /Users/steve/
  Scans without repairing, the files in the home folder of user steve, and reports the status of all files
- navx -o ~/myReportFile /tmp
  Scans the files in /tmp, and stores the report in your home folder
- navx -a -o ~/myReportFile /tmp > <filename.log>
  Scans the files in /tmp, and stores the complete report in your home folder, and in a log

To scan a file using the Command Line Scanner

1. Open Terminal.
2. At the prompt, type **navx**.
3. Type the command you want. Your options are:

-a	Reports all files scanned regardless of damage or threat.
-c	Scans inside of compressed files.
-f	Forces the scan to run even if the output file specified with -o cannot be created or opened.
-h	Reports on files that were inaccessible for scanning.
-Q	Quarantines files that can't be repaired.
-r	Does not repair files with defined threats.
-v	Displays the version number.
-o <output filename>	Output appends to the file <output filename>. If -Q is also selected, only the summary appears on the screen, but the full report is appended to <output filename>.

4. Type the name of the file you want to scan.
5. Press **Enter**.

What to do if a virus is found

11

If Norton AntiVirus reports a problem follow the instructions provided for that specific problem.

The message may not be discussed in this chapter. For more information about other messages, see “Troubleshooting in Norton AntiVirus” on page 111.

Auto-Protect finds a virus

Norton AntiVirus Auto-Protect guards against viruses as soon as your computer starts. It checks programs for viruses as they are run and monitors your computer for any activity that might indicate the presence of a virus. Auto-Protect alerts you to any virus activity.

By default, Auto-Protect is turned on. With default settings, Auto-Protect automatically repairs files or quarantines irreparable files.

When a virus is found while Norton AntiVirus Auto-Protect is running, an *alert* displays what happened and what your options are. Read the message carefully to determine whether you need to do anything.

Auto-Protect finds a virus and repairs the file

When Norton AntiVirus Auto-Protect reports that it repaired an infected file, you don't have to do anything.

Even when Auto-Protect has repaired the infected file, ensure that no other viruses exist on your computer by scanning with Norton AntiVirus.

Auto-Protect finds a virus but does not repair the file

See "About User Preferences" on page 108.

If you have set the Auto-Repair Scan preference to Manually repair infected files, Auto-Protect informs you of infected files, but does not repair them.

To manually repair an infected file that has been detected but not repaired

1 Read the entire message.
Look for words that identify the type of problem.

2 Click **Yes**.
If the file cannot be repaired it is automatically quarantined. For more information about quarantine settings, see "About User Preferences" on page 108.

3 Click **OK**.

Auto-Protect finds a virus and cannot repair the file

In a few cases, Auto-Protect may not be able to repair or quarantine an infected file, whether or not you have preferences set to Automatic Repair.

To delete an infected file that has been detected but cannot be repaired

See "Scan disks, folders, and files" on page 95.

❖ Click **Yes** to run Norton AntiVirus and scan the file or folder containing the virus.
In the scan window, you can view more details about the infected file. See "If Norton AntiVirus can't repair a file" on page 105.

A virus is found when removable media is inserted

If Auto-Protect finds a virus when *removable media* is connected to your computer, an *alert* displays what happened and what your options are. See "Auto-Protect finds a virus" on page 101 and "A virus is found during a user-initiated scan" on page 104.

Repair, Delete, and Restore in Quarantine

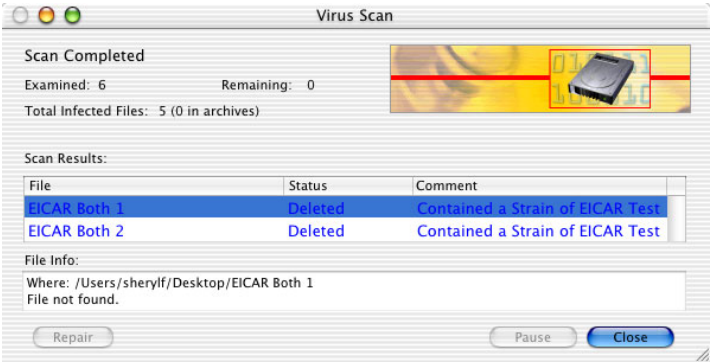
After files have been quarantined you can try to repair, delete, or restore the file.

A virus is found during a user-initiated scan

If you are scanning with Norton AntiVirus and a virus is found, a Problem found *alert* appears in the scan window. Usually, infected files are repaired or quarantined automatically and you don't have to do anything else. To determine if the file was repaired or if you need to take further action, check the status of the file in the scan window.

To check the status of infected files in the scan window

- In the Virus Scan window, under Scan Results, select the infected file.



Repair infected files

If an infected file in the scan window was not repaired because Auto-Repair was turned off in Preferences and you have Quarantine files that cannot be repaired unchecked, initiate the repair yourself.

To repair infected files

1. In the scan results list, select the files to repair.
2. Click **Repair**.
3. After repairing all infected files, scan your disks again to verify that there are no other infected files.
4. Check the repaired files to make sure that they function properly. For example, if you repaired a word processing program, start it, edit a file, save a file, and so on to make sure that it has been repaired correctly.

If Norton AntiVirus can't repair a file

See "Check product version numbers and dates" on page 46.

If Norton AntiVirus cannot repair the infected file, first make sure you have scanned with the latest *virus definitions*. If you are not sure that you have the latest definitions, use LiveUpdate. Then scan your hard disk with the latest virus definitions.

If removable media is infected

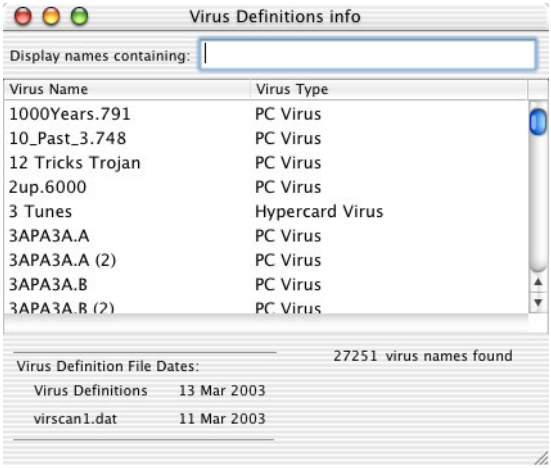
To repair the infected media, use Norton AntiVirus to scan and repair it.

To repair infected removable media

1. Open Norton AntiVirus.
2. In the Norton AntiVirus main window, select the media to scan.
3. Click **Scan/Repair**.

Look up virus names and definitions

You can look up a virus name from within the Norton AntiVirus application. The Virus Definitions Info dialog box lists the viruses in the current *virus definitions* file. To make sure you have the latest virus definitions, run LiveUpdate. You can export the list to a text file. You can also search the list for a specific virus.



To look up virus names

1. On the Tools menu, click **Virus Info**.
2. Type the name or part of the name of the virus.

Look up virus definitions on the Symantec Web site

Because of the large number of viruses, the Virus Definitions Info file does not include descriptions of each virus. The Symantec Security Response Web site contains a complete list of all known viruses and related malicious code, along with descriptions.

To look up virus definitions

1. Point your browser to the Symantec Security Response Web site at: http://securityresponse.symantec.com
2. Click **Expanded Threat List and Virus Encyclopedia**.
3. Do one of the following:
   - Type a virus name for which to search.
   - Scroll through the alphabetical list to locate a virus.
4. Click a virus to read its description.

Customizing Norton AntiVirus

12

Norton AntiVirus provides the best virus detection and removal with default settings left on. If you want to change the default settings because you want to extract data from a file before it is deleted or repaired due to a virus, you can.

There are three types of preferences to set. Your options are:

Scan and Repair	Settings that govern the behavior of the Norton AntiVirus application and settings separate users can specify
Auto-Protect	Settings that govern the behavior of overall antivirus protection and repair for your computer
Reminder	Settings for the Virus Definition Alert preference

About Auto-Protect Preferences

Active Auto-Protect settings provide you with continuous and ceaseless antivirus protection. You can however change automatic antivirus protection settings if you want to manually repair or delete a file or if you want to manually scan *removable media* when it is inserted.

You can change a range of settings for the way Norton AntiVirus Auto-Protect repairs files.

For maximum protection leave Auto-Protect on and do not change default preferences in the Norton Auto-Protect window.

Set Auto-Protect Preferences

Determine how you want Norton Auto-Protect to monitor viruses and repair infected files.

To set Auto-Protect Preferences

1. In the Norton AntiVirus main window, click **Preferences**.
2. In the Preferences window, click the **Auto-Protect** tab.
3. Click **Launch Auto-Protect Preferences**.
4. In the Norton Auto-Protect window, click the lock icon to make changes.
5. In the Authenticate dialog box, type your administrator name and password.
6. Click **OK**.
7. Select the Auto-Protect options that you want. Your options are:

Auto-Protect	Provides automatic virus monitoring. If you turn Auto-Protect off all other automatic options are unavailable.
Automatic Repair	Automatically repairs infected files found.
Quarantine	Automatically quarantines files that cannot be repaired.
Scan Disks when mounted	Automatically scans removable media such as CDs, Zip drives, or an iPod when they are inserted in your computer.
Scan compressed files	Automatically scans compressed files.

8. Close the window to save your changes.

About User Preferences

You can change the preferences that were set up when you installed Norton AntiVirus for Macintosh. Moreover, individual users can specify their Norton AntiVirus settings.

For maximum protection do not change default preferences in the Scan, Repair, and Reminder tabs.

Set Scan Preferences

Determine how you want Norton AntiVirus to scan disks and files.

To set Scan Preferences

1. In the Norton AntiVirus main window, click **Preferences**.
2. In the Preferences window, on the Scan tab, select the options that you want. Your options are:

Scan compressed files	Scan compressed files. Scanning time will be longer if you scan compressed files.
Scan Results	Determine which files you want listed in the Scan Results pane of the Scan window.
Scheduled Scan Alerts	Specify if you want a scan alert always or only when infected files are found.
Report Format	Select the program in which to view saved antivirus reports.

3. Click **Save**.

Set Repair Preferences

Determine how you want Norton AntiVirus to repair infected files found during a manual scan.

To set Repair Preferences

1. In the Norton AntiVirus main window, click **Preferences**.
2. In the Preferences window, click the **Repair** tab.
3. Select the Repair options that you want. Your options are:

Repair	During a manual scan, set to repair infected files found automatically or manually.
Quarantine files that cannot be repaired	During a manual scan, select to automatically quarantine files that cannot be repaired.

4. Click **Save**.

Set a Reminder

You can set Norton AntiVirus to notify you when your *virus definitions* are out-of-date. The latest virus definitions are necessary to keep your computer virus-free.

Troubleshooting in Norton AntiVirus

13

The problems discussed are not directly related to virus activity. If you cannot resolve your problem, consult the Read Me file on the Norton Internet Security for Macintosh CD.

For a comprehensive list of the latest troubleshooting tips, see the Symantec Service and Support Web site at: www.symantec.com/techsupp/

Installation problems

If you encounter any problems installing Norton Internet Security, try restarting and installing Norton Internet Security again. Or, make a copy of the Mac OS X installer from the Norton Internet Security for Macintosh CD and paste it onto your computer and install from there.

I can't install Norton Internet Security

You must start your computer in Mac OS X to run the Norton Internet Security for Mac OS X installer. And you must know your administrator password to install Norton Internet Security.

Startup problems

Startup problems could be due to problems with your computer, with Norton AntiVirus, or with settings that you have made.

Norton AntiVirus Auto-Protect fails to load when I start my Macintosh

If Auto-Protect fails to load, make sure that all engine files and virus definitions are installed. Norton AntiVirus Auto-Protect does not run without them.

Norton AntiVirus reports that a file is invalid when trying to launch or scan, or at startup

This is an indication that one of the files making up the *virus definitions* is damaged or otherwise invalid.

To repair a damaged virus definitions file in Mac OS X

1. Uninstall Norton Internet Security.
2. Reinstall Norton Internet Security.

See "Installation" on page 22.

3. Run LiveUpdate and update your virus definitions.
   This restores the current versions of the items in the Norton AntiVirus Additions folder.

Norton AntiVirus cannot find the Norton AntiVirus virus definitions file

Reinstall Norton Internet Security.

Why can't I create an alias to Norton AntiVirus?

If you did not install Norton AntiVirus, you cannot create an alias to it because of the access permissions established in Mac OS X. Have the person who installed the software create an alias and place the alias in an area to which you have access. You can then drag the alias to the location that you want.

Protection problems

A file on the disk may be damaged, or Norton AntiVirus ran out of memory, or some other error occurred during scanning.

To determine if a file is causing the problem

1. Open Norton AntiVirus.
2. On the File View tab, click the drive triangle to display the folders inside.
3. Scan the folders one at a time to determine where the problem is occurring.
4. Scan your disk again from the Norton AntiVirus main window. You may also want to examine the disk using a program such as Norton Disk Doctor (part of Norton Utilities for Macintosh).

Scanning and account access privileges

Norton AntiVirus scans only those files for which your account has access privileges. If you ever log on and work as root, run the scan while logged on as root. If you do not log on as root, running the scan while logged on as an Administrator scans all files that could be infected while using that logon. If you do not want to see the list of files that could not be scanned because of denied access, check Do not list permissions errors when scanning in Preferences.

I need to rescan files that have already been scanned

The Norton AntiVirus QuickScan file records whether you have already scanned a file using the currently installed virus definitions and libraries. If not, the file is scanned. If you want all files to be scanned regardless, you can use Norton AntiVirus to delete the QuickScan file at the root of each disk. The file is named NAVMac800QSFile.

To remove the QuickScan file

1. In the Norton AntiVirus window, on the File View tab, ensure that Show Invisible Files is checked.
2. Select your hard disk.
3. Click the **QuickScan** file.
   If there are QuickScan files from previous versions of Norton AntiVirus, select them as well.
4. Click **Move To Trash**.
5. Click **OK**.

6 Quit Norton AntiVirus.

7 In the Finder, click **Empty Trash**.

After you have deleted the QuickScan file, the first scan with the new *virus definitions* will be slower.

I'm having trouble updating virus definitions using LiveUpdate

In some rare cases such as immediately after the emergence of a new virus, the LiveUpdate servers may be very busy and it may be difficult to get a connection. In such cases, keep making connection attempts and you should eventually be successful.

When using LiveUpdate, make sure that your Internet connection is working by testing the connection with an application, such as your Web browser.

Other troubleshooting steps

Here are some other steps that you can take to resolve problems with your Macintosh:

- Reinstall or upgrade the System software.
  For more information, see your Macintosh System documentation.
- Reinstall Norton AntiVirus.
- Reset the PRAM (Parameter RAM).
  For more information, see your Macintosh System documentation.

Error messages

The following messages might be encountered when you are running Norton AntiVirus and Norton AntiVirus Auto-Protect.

Norton AntiVirus uses available memory to store items for the scan report. If you have many files, you will not be able to record all items to scan. You can change the Report Preferences to record infected files only.

Auto-Protect error message

If you experience problems with the scan engine error message, you might still have incompatible files from a previous version of Norton AntiVirus for Macintosh. Uninstall and then reinstall Norton AntiVirus.

Password and administrator messages

The entered subscription code is not valid. Please retype in the 9 character subscription code again.

You entered a virus definitions subscription code incorrectly. Try typing the number again.

The passwords did not match. Please try again.

The second password you typed does not match the first one.

That password is incorrect. Please try again.

You typed an incorrect password. If you forgot your password, see "Installation" on page 22.

The software to be installed requires Administrator or higher level access privileges.

Enter your administrator password.

4

Norton Privacy Control

Using Norton Privacy Control

14

Norton Privacy Control provides you with three features that make the time that you spend connected to the Internet more enjoyable and secure. In addition, Norton Privacy Control provides a statistical report for these features.

Ad Blocking	Prevents ads that you don't want to see from appearing on the Web sites to which you connect
Confidential Data	Prevents personal information that you store on your computer from leaving your computer without your permission
Parental Control	Prevents objectionable Web sites from being accessed from your computer
Statistics	Provides information about Ad Blocking, Confidential Data, and Parental Control activity on your computer

About Ad Blocking

Ad Blocking blocks Internet advertisements from *downloading* to your computer. Using this feature reduces the amount of time it takes to download a Web page.

Ads that appear on Web sites have their own unique names and locations. When Ad Blocking is enabled and you connect to a Web site, Norton Privacy Control uses two lists of names and locations to scan the Web pages for ads as they download:

- A default list of ad names and locations that Norton Privacy Control blocks automatically.
- An ad blocking list that you create as you block specific ads. You can add to and change this list.

You can also have Ad Blocking replace ads with a blocked-ad icon so that you can see how many ads are being blocked on a given Web site.

Enable Ad Blocking

When Ad Blocking is enabled, Norton Privacy Control uses the default list of ad names and locations to block most ads that appear on the Internet.

Ad Blocking is enabled by default. Use these instructions if you have disabled Ad Blocking and want to enable it again. For instructions on disabling Ad Blocking, see "Disable Ad Blocking" on page 124.

To enable Ad Blocking

See "How to open and exit Norton Internet Security" on page 31.

1. Open Norton Internet Security.
2. In the Norton Internet Security main window, click **Norton Privacy Control**.
3. In the Norton Privacy Control Setup window, click **Ad Blocking**.
4. On the Ad Blocking tab, check **Enable ad blocking**.
5. To see an icon instead of an ad, check **Replace blocked ads with**. Ad Blocking may not always be able to replace an ad with an icon, but will still block the ad from appearing.

Block individual ads

For most users, enabling ad blocking is sufficient to block all of the ads that they don't want to see. However, new ads may appear on sites to which you connect frequently and you want to block those ads, too.

See "Edit an Ad Blocking entry" on page 123.

When you block an individual ad, Norton Privacy Control attempts to block all ads that appear in that space on the Web site. If other ads appear in the space, you can either add them to the list or edit the text that identifies the ad to make it more general. For example, if the ad is identified by the text

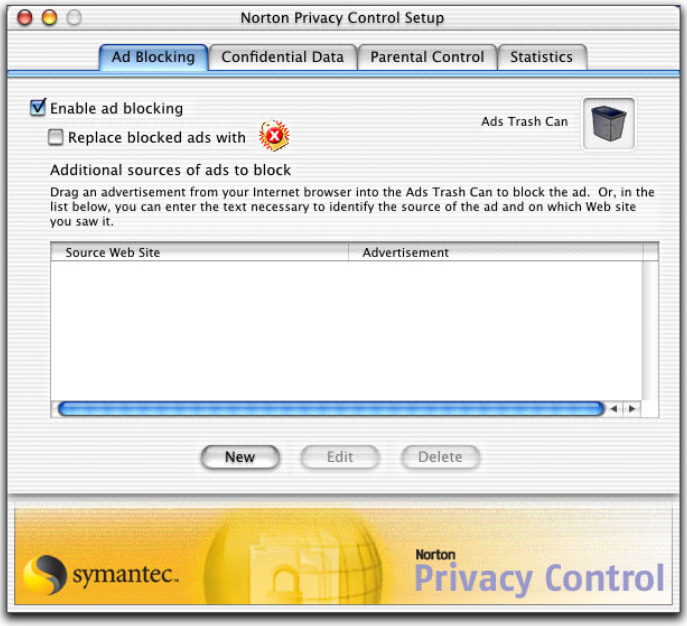
ads.web.aol.com/link/12345678, you could edit the text to /link and type the Web site address to block all ads in that space on the Web site.

You can block individual ads only if Ad Blocking is enabled.

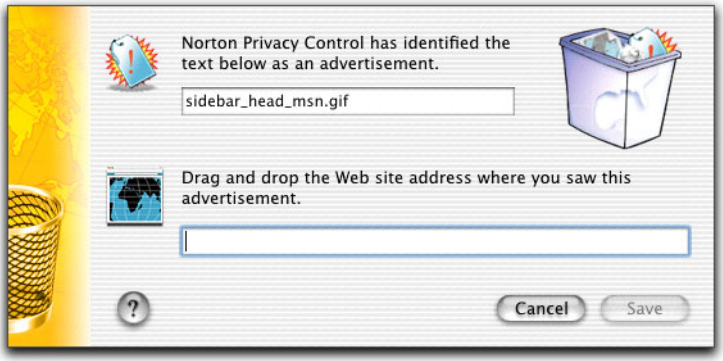
The following instructions refer to dragging an ad from a Web site. If your browser does not support drag-and-drop, use your browser's contextual menu to copy the link to the ad.

To block individual ads

1. Open Norton Internet Security.
2. In the Norton Internet Security main window, click **Norton Privacy Control**.
3. In the Norton Privacy Control Setup window, click **Ad Blocking**.


Norton Privacy Control Setup
Ad Blocking
Confidential Data
Parental Control
Statistics
Enable ad blocking
Replace blocked ads with
Ads Trash Can
Additional sources of ads to block
Drag an advertisement from your Internet browser into the Ads Trash Can to block the ad. Or, in the list below, you can enter the text necessary to identify the source of the ad and on which Web site you saw it.
Source Web Site
Advertisement
New
Edit
Delete
symantec.
Norton
Privacy Control

4 Drag the ad from the Web site to the **Ads Trash Can** on the Ad Blocking tab.


Norton Privacy Control has identified the text below as an advertisement.
sidebar_head_msn.gif
Drag and drop the Web site address where you saw this advertisement.
Cancel
Save

5 In the ad blocking dialog box, if the Web site address field is blank, drag the address from your browser to the Web site field. You can also type the Web site address in the field if you prefer.

6 Click **Save**.

You can also type the text that identifies an ad if you prefer.

To manually identify an ad to block

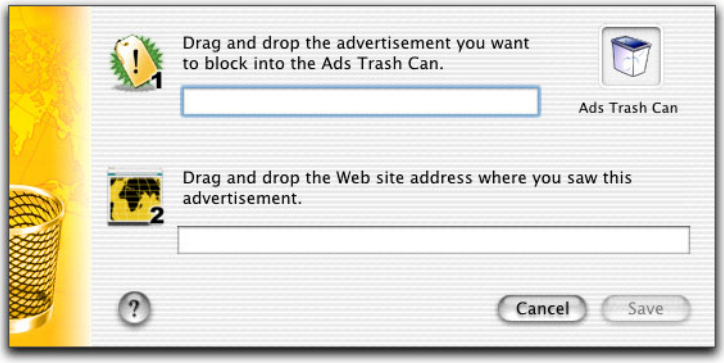
1 Open Norton Internet Security.

2 In the Norton Internet Security main window, click **Norton Privacy Control**.

3 In the Norton Privacy Control Setup window, click **Ad Blocking**.

4 On the Ad Blocking tab, click **Additional sources of ads to block**.

5 Click **New**.


Drag and drop the advertisement you want to block into the Ads Trash Can.
Ads Trash Can
Drag and drop the Web site address where you saw this advertisement.
Cancel
Save

6 In the ad blocking dialog box, type the text that identifies the ad that you want to block, for example, /ad_banner. You can use your browser's contextual menu to copy the link to the ad if you prefer. Alternatively, you can drag the ad to the **Ads Trash Can** in the Setup dialog box.

7 Type the Web site address in the Web site address field. You can also drag the address from the site to the field.

8 Click **Save**.

To verify that the ad is blocked

❖ In your browser, hold down the **Option** key, then click **Refresh**.

Edit an Ad Blocking entry

You can change the text by which you have identified an ad to block.

To edit an Ad Blocking entry

1 Open Norton Internet Security.

2 In the Norton Internet Security main window, click **Norton Privacy Control**.

3 In the Norton Privacy Control Setup window, click **Ad Blocking**.

4 On the Ad Blocking tab, click **Additional sources of ads to block**.

5 Select the ad whose text you want to edit.

6 Click **Edit**.

7 Type the changes.

8 Press **Return** when you are done with an entry and to move between the columns.

9 Press **Esc** when you are done.
If you press Esc before you press Return, the entries that you made in the field are not saved.

Delete an Ad Blocking entry

You can stop blocking an ad that you have listed by deleting it from the list.

To delete an Ad Blocking entry

1 Open Norton Internet Security.

2 In the Norton Internet Security main window, click **Norton Privacy Control**.

3 In the Norton Privacy Control Setup window, click **Ad Blocking**.

4 On the Ad Blocking tab, click **Additional sources of ads to block**.

5 Select the ad that you want to delete from the list.

6 Click **Delete**.

Disable Ad Blocking

You can disable Ad Blocking whenever you want. If you have identified individual ads, disabling Ad Blocking does not clear the list. When you enable Ad Blocking again, your list will again be blocked along with the default list.

To disable Ad Blocking

1 Open Norton Internet Security.

2 In the Norton Internet Security main window, click **Norton Privacy Control**.

3 In the Norton Privacy Control Setup window, click **Ad Blocking**.

4 On the Ad Blocking tab, uncheck **Enable ad blocking**.

Protect confidential data

You may store information on your computer that you do not want to leave your computer without your knowledge. You also may not want certain data to be sent over the Internet from your computer without your

approval. This information can include credit card numbers, telephone numbers, passwords, or anything else that you decide is confidential.

If you are connected to another computer when you define confidential data, that computer can still potentially access that data until you break the connection. Use the Connected Users report in Norton Personal Firewall to break the connection. See "Disconnect a connected user" on page 73.

To protect your private information, enable Confidential Data, then define the information that you want to protect. If Norton Privacy Control detects that that information is leaving your computer, it displays a message asking you to approve the transmission.

You must provide your administrator login to unlock the Confidential Data tab and make changes. When you quit Norton Privacy Control, Confidential Data is automatically locked. Confidential Data is also automatically locked after 15 minutes of inactivity.

To protect confidential data

1. Open Norton Internet Security.
2. In the Norton Internet Security main window, click **Norton Privacy Control**.
3. In the Norton Privacy Control Setup window, click **Confidential Data**.
4. On the Confidential Data tab, click the lock.
5. Type your administrator name and password, then click **OK**.
6. On the Confidential Data tab, check **Enable confidential data blocking**.
7. In the dialog box that advises you about a possible increase in file transfer times, click **OK**.
8. Directly under the Confidential Data pane, click **New**.
9. Select the category by which you want to identify the information.
10. In the Enter data here box, type the information that you want to protect.
11. When you are done typing the entry, press **Return**.
12. When you are done entering all your confidential data, click the lock to hide the information if you are not quitting Norton Privacy Control.

See "Tips on entering confidential data" on page 129.

Edit confidential data

You can change any of the information that you have defined as confidential.

To edit confidential data

1. Open Norton Internet Security.
2. In the Norton Internet Security main window, click **Norton Privacy Control**.
3. In the Norton Privacy Control Setup window, click **Confidential Data**.
4. On the Confidential Data tab, click the lock.
5. Type your administrator name and password, then click **OK**.
6. Select the data that you want to edit.
7. Click **Edit**.
8. Type the changes.
9. When you are done, press **Return**.
10. When you are done making your changes, click the lock to hide the information if you are not quitting Norton Privacy Control.

Delete confidential data

You can delete any item that you have listed as confidential data.

To delete confidential data

1. Open Norton Internet Security.
2. In the Norton Internet Security main window, click **Norton Privacy Control**.
3. In the Norton Privacy Control Setup window, click **Confidential Data**.
4. On the Confidential Data tab, click the lock.
5. Type your administrator name and password, then click **OK**.
6. Select the item that you want to delete.
7. Click **Delete**.
8. When you are done, click the lock to hide the information if you are not quitting Norton Privacy Control.

Specify exception Web sites

You may always want to send some of the confidential data to certain Web sites without being asked to authorize it. For example, your email server needs to know your email address. If you have your email address listed as Confidential Data, you probably want to be able to connect to your email server without being asked about sending your address every time. With Confidential Data, you can establish these exceptions for any item of private information that you have defined.

Norton Privacy Control does not block encrypted confidential data. For example, if you are sending your credit card number to a secure Web site, Norton Privacy Control will not stop the transmission. Therefore, you do not need to specify the site as an exception.

To specify exception Web sites

1. Open Norton Internet Security.
2. In the Norton Internet Security main window, click **Norton Privacy Control**.
3. In the Norton Privacy Control Setup window, click **Confidential Data**.
4. On the Confidential Data tab, click the lock.
5. Type your administrator name and password, then click **OK**.
6. Select the data for which you want to specify an exception.
7. Under the Web site list, click **New**.
8. Type the name of the Web site to which the selected data can be sent. Type only a site name, not a full path to a particular page. For example, enter www.symantec.com, not www.symantec.com/custserv.
9. When you are done, press **Return**.
   Norton Privacy Control verifies that the address that you have entered is valid.
10. When you are done, click the lock to hide the information if you are not quitting Norton Privacy Control.

Edit exception Web sites

You can change any of the Web site addresses that you have listed as exceptions.

To edit exception Web sites

1. Open Norton Internet Security.
2. In the Norton Internet Security main window, click **Norton Privacy Control**.
3. In the Norton Privacy Control Setup window, click **Confidential Data**.
4. On the Confidential Data tab, click the lock.
5. Type your administrator name and password, then click **OK**.
6. Select the confidential data for which the Web site you want to edit is an exception.
7. Select the Web site that you want to edit.
8. Click **Edit**.
9. Type the changes.
10. When you are done, press **Return**.
11. When you are done making your changes, click the lock to hide the information if you are not quitting Norton Privacy Control.

Delete exception Web sites

You can delete any Web site you have listed as an exception.

To delete exception Web sites

1. Open Norton Internet Security.
2. In the Norton Internet Security main window, click **Norton Privacy Control**.
3. In the Norton Privacy Control Setup window, click **Confidential Data**.
4. On the Confidential Data tab, click the lock.
5. Type your administrator name and password, then click **OK**.
6. Select the confidential data for which the Web site you want to edit is an exception.
7. Select the Web site that you want to delete.
8. Click **Delete**.
9. When you are done making your changes, click the lock to hide the information if you are not quitting Norton Privacy Control.

Tips on entering confidential data

Because Norton Privacy Control blocks personal information exactly the way that you enter it into the program, it is better to enter only partial numbers. For example, a phone number could be typed as 888-555-1234, but it could also be entered without dashes (8885551234) or with spaces (888 555 1234), or even in two or more separate boxes. One common aspect of these formats is that the last four digits (1234) are always together. Consequently, you can have better protection by protecting the last four digits than you have by protecting the entire number.

Entering partial information has two advantages. First, you are not entering your complete credit card number where someone might find it. Second, it lets Norton Privacy Control block your private information on sites that use multiple boxes for credit card numbers.

Respond to a Confidential Data alert

If Norton Privacy Control detects that confidential data is leaving your computer, it displays an *alert*, identifying the category of data that is being transmitted. If you do not respond to the alert within 60 seconds, the information is automatically blocked.

Time spent reviewing the information under Details does not count against the 60-second limit for responding to the alert.

To respond to a Confidential Data alert

1 If you need more information about the data being sent, click **Details**. The following information is provided:

Process ID	Process ID of the program that is sending the data. You can use the Apple utility Process Viewer to find out which program this ID represents if you want to try to stop the program.
Data Encoding	How the data being sent was encoded (for example, ASCII or Unicode). You can use this information if you think that Norton Privacy Control has interpreted confidential data incorrectly.
Context	The 10 bytes of data that appear before the data that is identified as confidential.

2 Select one of the following:

Block	Stop transmission of the data. This is the best choice if you were not deliberately sending the data.
Allow always	Add the destination to the list of exceptions for the data.
Allow once	Authorize transmission of the data to the destination one time. If the destination requests the data multiple times, you must approve the transmission each time.

Disable Confidential Data blocking

You can disable Confidential Data blocking whenever you want. Your Confidential Data list is not cleared when you disable it. When you enable Confidential Data blocking again, your list will again be protected.

To disable Confidential Data blocking

1 Open Norton Internet Security.

2 In the Norton Internet Security main window, click **Norton Privacy Control**.

3 In the Norton Privacy Control Setup window, click **Confidential Data**.

4 On the Confidential Data tab, click the lock.

5 Type your administrator name and password, then click **OK**.

6 On the Confidential Data tab, uncheck **Enable confidential data blocking**.

Block objectionable Web sites

You can control which Web sites can be accessed from your computer by enabling Web Blocking on the Parental Control tab of Norton Privacy Control. Once Web Blocking is enabled, you can further refine which Web sites are blocked by specifying the categories of sites to be blocked and specifying individual sites to be blocked or allowed.

You must provide your administrator login to unlock the Parental Control tab and make changes. When you quit Norton Privacy Control, Parental Control is automatically locked. Parental Control is also automatically locked after 15 minutes of inactivity.

Enable Web Blocking

Your initial steps for blocking Web sites are to enable the feature and then select the categories of sites to block.

To enable Web Blocking

1. Open Norton Internet Security.
2. In the Norton Internet Security main window, click **Norton Privacy Control**.
3. In the Norton Privacy Control Setup window, click **Parental Control**.
4. On the Parental Control tab, click the lock.
5. Type your administrator name and password, then click **OK**.
6. Check **Enable Web Blocking**.
7. In the list of categories of Web pages to block, check those categories that you want to block and uncheck those that you want to allow.
8. Under Unknown Web pages, indicate what you want Parental Control to do with a Web site that doesn't fit into any of the categories listed. Select one of the following:
   - Block access to the site
   - Allow access to the site
9. When you are done making your selections, click the lock to prevent further changes if you are not quitting Norton Privacy Control.

Specify a Web site as an exception

Once you have Web Blocking in place, you may find a Web site getting through that you don't want, or a Web site being blocked that you want to see. You can specify these sites as exceptions in Parental Control.

To specify a Web site as an exception

1. Open Norton Internet Security.
2. In the Norton Internet Security main window, click **Norton Privacy Control**.
3. In the Norton Privacy Control Setup window, click **Parental Control**.
4. On the Parental Control tab, click the lock.
5. Type your administrator name and password, then click **OK**.

6 Do one of the following:
   - To block a site, under the list of Web pages to be blocked, click **New**.
   - To allow a site, under the list of Web pages to be allowed, click **New**.
7 Type the Web site address of the site to be blocked or allowed, then press **Return**.
8 When you are done entering the sites, click the lock to prevent further changes if you are not quitting Norton Privacy Control.

Adjusting your exceptions lists

You can edit or delete Web site addresses that are on your exceptions list.

To edit a Web site address

1 Open Norton Internet Security.
2 In the Norton Internet Security main window, click **Norton Privacy Control**.
3 In the Norton Privacy Control Setup window, click **Parental Control**.
4 On the Parental Control tab, click the lock.
5 Type your administrator name and password, then click **OK**.
6 Select the address that you want to edit.
7 Click **Edit**.
8 Type your changes, then press **Return**.
9 When you are done with your edits, click the lock to prevent further changes if you are not quitting Norton Privacy Control.

To delete a Web site address

1 Open Norton Internet Security.
2 In the Norton Internet Security main window, click **Norton Privacy Control**.
3 In the Norton Privacy Control Setup window, click **Parental Control**.
4 On the Parental Control tab, click the lock.
5 Type your administrator name and password, then click **OK**.
6 Select the address that you want to delete.

7 Click **Delete**.

8 When you are done, click the lock to prevent further changes if you are not quitting Norton Privacy Control.

Check Norton Privacy Control results

You can verify that Norton Privacy Control is working by checking the Statistics tab. Statistics reported include:

Statistic	Represents
Number of connections monitored	The number of connections to the Internet that are currently being monitored by Norton Privacy Control
Number of ads blocked	The number of Web site ads that were blocked since you last started your computer
Estimated bytes saved	How many bytes were not downloaded as a result of ads being blocked since you last started your computer
Attempts to access blocked sites	How many times users on your computer have tried to access a blocked Web site since you last started your computer
Confidential items blocked Confidential items allowed	How many times transmission of data that you have designated as confidential has been blocked or allowed since you last started your computer

To check Norton Privacy Control results

1 Open Norton Internet Security.

2 In the Norton Internet Security main window, click **Norton Privacy Control**.

3 In the Norton Privacy Control Setup window, click **Statistics**.

5

Aladdin iClean

iClean quick start

15

Aladdin iClean quickly locates and removes files left over from Internet browsing. iClean cleans out Web *cache files*, Internet history, browser *cookies*, and empties trash. It also fixes *aliases*.

This chapter provides system requirements and installation instructions. For more comprehensive documentation, refer to the *iClean User's Guide*, which can be found in the iClean folder on your computer after you install iClean. It is a PDF file for use with Adobe Acrobat.

System requirements

You need the following system configuration to run Aladdin iClean:

- PowerPC processor
- CD-ROM drive
- 8 MB RAM
- 13 MB hard disk space
- Macintosh OS 8.6 to 9.x (for iClean for Classic)
- Macintosh OS X 10.1 or later (for iClean for OS X)

Install iClean

The iClean software on the Norton Internet Security for Macintosh CD lets you install the iClean program on a Macintosh with a CD-ROM drive. Installers for both iClean for OS X and iClean for Classic are included. The following instructions can be used for both versions.

To install iClean

1. In the Norton Internet Security for Macintosh CD window, double-click the **Aladdin iClean** folder.
2. Do one of the following:
   - If you are installing iClean for OS X, double-click the **Mac OS X Installer** folder.
   - If you are installing iClean for Classic, double-click the **Mac OS 8.6 thru 9.x Installer** folder.
3. Do one of the following:
   - If you are installing iClean for OS X, double-click **Install iClean 5.0.1 OS X**.
   - If you are installing iClean for Classic, double-click **iClean 5.0 SY Installer**.
4. If you are installing iClean for OS X, in the Authenticate window, type your Administrator password, then click **OK**.
5. In the iClean window, click **Continue**.
6. Click **Continue** after reading the iClean Read Me.
   If you want to save the Read Me, click **Save**. If you want to print the Read Me, click **Print**.
7. In the Software License Agreement window, read the agreement, then click **Agree**.
   If you click Disagree, the installation is cancelled.
8. In the Installer window, click **Install**.
9. In the location window, select the location in which to install iClean. If you do not want to install iClean to the default location displayed, use the buttons to navigate to another folder.
10. Click **Choose** to finish the installation.

6

Appendixes

Using Norton AntiVirus on a network

You can run Norton AntiVirus on any AppleTalk Transaction Protocol server such as AppleShare or TOPS.

Notes to the administrator

Set up Norton AntiVirus the following way in a networking environment:

- Run Norton AntiVirus Auto-Protect and the Norton AntiVirus application on the system administrator's computer.
- Make sure Norton AntiVirus Auto-Protect is run on all workstation Macintosh computers.
- Use the Scheduler command from the Norton AntiVirus Tools menu to schedule periodic scans of all network drives.

Scanning network drives

When you are scanning network drives from a workstation, the server slows down for other users. If others are creating, deleting, or moving files on a network drive while Norton AntiVirus is scanning, all files may not get scanned.

To prevent files from not getting scanned, do the following:

- Make sure that you are the only one logged on to the server when scanning network drives.
- Shut down the server, restart, reinstall Norton AntiVirus, and then perform the scan.

Preparing an emergency response plan

To be fully prepared in case of a virus attack on a workstation, be sure to have a detailed emergency response plan written and distributed within your networking group before a problem arises. This maintains order and prevents panic in case of an infection.

Complete your plan based on the dynamics and needs of your organization.

Before a virus is detected

Conduct an informational meeting with your network users to discuss the basic nature and behavior of computer viruses. Stress that while having a computer virus on your system is reason to take immediate action, there is no need to panic. Emphasize that many viruses spread from illegal software copies, and prohibit the use of such software in your organization. Finally, explain how you've configured Norton AntiVirus to respond to a virus.

Instruct your users to:

- Scan all software before using it. This includes programs downloaded from the Internet as well as new software.
- Watch for warning signs such as frequent system crashes, lost data, screen interference, or suddenly unreliable programs.
- Keep a current store of virus-free program backups.
- Avoid running programs from unscanned removable media.
- Write-protect removable media before using it in someone else's computer.

To protect the workstations:

- Scan each workstation to make sure that it is virus-free.
- Train your users to use a file backup utility on a regular basis.
- Train your users to update the virus definitions file when it becomes available.

To protect the network:

- Password-protect all network executable directories so that only the administrator has write access to them.
- Scan for viruses on new and rented computers before using them.
- Schedule periodic scans of all network servers.
- If you are using Novell NetWare or Windows NT servers, use Norton AntiVirus Enterprise Solution components to protect servers from virus infections.

If a virus is detected

If a virus is detected on your network, remove it from all computers attached to the network.

To remove a virus

1. Physically disconnect the workstation from the network.
2. Eradicate the virus on the workstation before reconnecting to the network.
3. Notify other users on the network to scan for viruses immediately.
4. Scan your network servers for viruses.

Service and support solutions

The Service & Support Web site at http://service.symantec.com supports Symantec products. Customer Service helps with nontechnical issues such as orders, upgrades, replacements, and rebates. Technical Support helps with technical issues such as installing, configuring, or troubleshooting Symantec products.

Methods of technical support and customer service can vary by region. For information on support offerings in your region, check the appropriate Web site listed in the sections that follow.

If you received this product when you purchased your computer, your computer manufacturer may be responsible for providing your support.

Customer service

The Service & Support Web site at http://service.symantec.com tells you how to:

- Subscribe to Symantec newsletters.
- Locate resellers and consultants in your area.
- Replace defective CD-ROMs and manuals.
- Update your product registration.
- Find out about orders, returns, or a rebate status.
- Access Customer Service FAQs.
- Post a question to a Customer Service representative.
- Obtain product information, literature, or trialware.

For upgrade orders, visit the Symantec Store at:
http://www.symantecstore.com

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Symantec offers two technical support options for help with installing, configuring, or troubleshooting Symantec products:

- Online Service and Support

  Connect to the Symantec Service & Support Web site at http://service.symantec.com, select your user type, and then select your product and version. You can access hot topics, Knowledge Base articles, tutorials, contact options, and more. You can also post a question to an online Technical Support representative.

- PriorityCare telephone support

  This fee-based (in most areas) telephone support is available to all registered customers. Find the phone number for your product at the Service & Support Web site. You'll be led through the online options first, and then to the telephone contact options.

Support for old and discontinued versions

When Symantec announces that a product will no longer be marketed or sold, telephone support is discontinued 60 days later. Technical information may still be available through the Service & Support Web site at:
http://service.symantec.com

Subscription policy

If your Symantec product includes virus, firewall, or Web content protection, you may be entitled to receive updates via LiveUpdate. Subscription length varies by Symantec product.

After your initial subscription ends, you must renew it before you can update your virus, firewall, or Web content protection. Without these updates, you will be vulnerable to attacks.

When you run LiveUpdate near the end of your subscription period, you are prompted to subscribe for a nominal charge. Simply follow the instructions on the screen.

Worldwide service and support

Technical support and customer service solutions vary by country. For Symantec and International Partner locations outside of the United States, contact one of the service and support offices listed below, or connect to http://service.symantec.com and select your region under Global Service and Support.

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Springfield, OR 97477
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http://www.symantec.com/

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April 2, 2003

Glossary

access privileges	The types of operations that a user can perform on a system resource. For example, a user can have the ability to access a certain directory and open, modify, or delete its contents.
ActiveSync	The synchronization software for Microsoft Windows-based Pocket PCs.
ActiveX	A method of embedding interactive programs into Web pages. The programs, which are called controls, run when you view the page.
alert	A message that appears to signal that an error has occurred or that there is a task that requires immediate attention, such as a system crash or a Virus Alert.
alias	A shortcut icon that points to an original object such as a file, folder, or disk.
AppleTalk	A protocol that is used by some network devices such as printers and servers to communicate.
attack signature	A data pattern that is characteristic of an Internet attack. Intrusion Detection uses attack signatures to distinguish attacks from legitimate traffic.
beam	To transfer certain programs and data between two handheld devices using built-in infrared technology.

boot record	A sector at the start of a disk that describes the disk (sector size, cluster size, and so on). On startup disks, the boot record also has a program that loads the operating system.
bootable disk	A disk that can be used to start a computer.
cache	A location on your disk in which data is stored for reuse. A Web browser cache stores Web pages and files (such as graphics) as you view them.
cache file	A file that is used to improve the performance of Windows.
compressed file	A file whose content has been made smaller so that the resulting data occupies less physical space on the disk.
connection-based protocol	A protocol that requires a connection before information packets are transmitted.
connectionless protocol	A protocol that sends a transmission to a destination address on a network without establishing a connection.
cookie	A file that some Web servers put on your disk when you view pages from those servers. Cookies store preferences, create online shopping carts, and identify repeat visitors.
denial-of-service attack	A user or program that takes up all of the system resources by launching a multitude of requests, leaving no resources, and thereby denying service to other users.
DHCP (Dynamic Host Configuration Protocol)	A TCP/IP protocol that assigns a temporary IP address to each device on a network. DSL and cable routers use DHCP to allow multiple computers to share a single Internet connection.
dial-up	A connection in which a computer calls a server and operates as a local workstation on the network.
DNS (Domain Name System)	The naming system used on the Internet. DNS translates domain names (such as www.symantec.com) into IP addresses that computers understand (such as 206.204.212.71).

DNS server (Domain Name System server)	A computer that maps domain names to IP addresses. When you visit www.symantec.com, your computer contacts a DNS server that translates the domain name into an IP address (206.204.212.71).
domain	The common Internet address for a single company or organization (such as symantec.com). See also host name.
DOS window	A method of accessing the MS-DOS operating system to execute DOS programs through the Windows graphical environment.
download	To transfer a copy of a file or program from the Internet, a server, or computer system to another server or computer.
driver	Software instructions for interpreting commands for transfer to and from peripheral devices and a computer.
encryption	Encoding data in such a way that only a person with the correct password or cryptographic key can read it. This prevents unauthorized users from viewing or tampering with the data.
Ethernet	A common method of networking computers in a LAN (local area network). Ethernet cables, which look like oversized phone cables, carry data at 10M bps or 100M bps.
executable file	A file containing program code that can be run. Generally includes any file that is a program, extension, or system files whose names end with .bat, .exe, or .com.
extension	The three-letter ending on a file name that associates the file with an activity or program. Examples include .txt (text) and .exe (executable program).
FAT (file allocation table)	A system table (used primarily by DOS and Windows 9x/Me) that organizes the exact location of the files on the hard drive.
file type	A code that associates the file with a program or activity, often appearing as the file name extension, such as .txt or .jpeg.

Finder	The program that manages your Macintosh disk and file activity and display.
firewall rule	Parameters that define how a firewall reacts to specific data or network communications. A firewall rule usually contains a data pattern and an action to take if the pattern is found.
fragmented	When the data that makes up a file is stored in noncontiguous clusters across a disk. A fragmented file takes longer to read from the disk than an unfragmented file.
fragmented IP packet	An IP packet that has been split into parts. Packets are fragmented if they exceed a network's maximum packet size, but malicious users also fragment them to hide Internet attacks.
FTP (File Transfer Protocol)	An application protocol used for transferring files between computers over TCP/IP networks such as the Internet.
hidden attribute	A file attribute that makes files harder to access and more difficult to delete than other files. It also prevents them from appearing in a DOS or Windows directory list.
host name	The name by which most users refer to a Web site. For example, www.symantec.com is the host name for the Symantec Web site. Host names are translated to IP addresses by the DNS.
HotSync	The synchronization software for Palm OS handheld devices.
HTML (Hypertext Markup Language)	The language used to create Web pages.
ICMP (Internet Control Message Protocol)	An extension to the basic Internet Protocol (IP) that provides feedback about network problems.
IGMP (Internet Group Management Protocol)	An extension to the basic Internet Protocol (IP) that is used to broadcast multimedia over the Internet.

IMAP4 (Internet Message Access Protocol version 4)	One of the two most popular protocols for receiving email. IMAP makes messages available to read and manage without downloading them to your computer.
infrared (IR) port	A communication port on a handheld device for interfacing with an infrared-capable device. Infrared ports do not use cables.
IP (Internet Protocol)	The protocol that underlies most Internet traffic. IP determines how data flows from one computer to another. Computers on the Internet have IP addresses that uniquely identify them.
IP address (Internet Protocol address)	A numeric identifier that uniquely identifies a computer on the Internet. IP addresses are usually shown as four groups of numbers separated by periods. For example, 206.204.52.71.
ISP (Internet service provider)	A company that supplies Internet access to individuals and companies. Most ISPs offer additional Internet connectivity services, such as Web site hosting.
Java	A programming language used to create small programs called applets. Java applets can be used to create interactive content on Web pages.
JavaScript	A scripting language used to enhance Web pages. Most sites use JavaScript to add simple interactivity to pages, but some use it to open pop-up ads and reset visitors' homepages.
macro	A simple software program that can be started by a specific keystroke or a series of keystrokes. Macros can be used to automate repetitive tasks.
NAT (network address translation)	A method of mapping private IP addresses to a single public IP address. NAT allows multiple computers to share a single public IP address. Most DSL and cable routers support NAT.
network address	The portion of an IP address that is shared by all computers on a network or subnet. For example, 10.0.1.1 and 10.0.1.8 are part of the network address 10.0.1.0.

NTFS (NTFS file system)	A system table (used primarily by Windows 2000/XP) that organizes the exact location of all the files on the hard drive.
packet	The basic unit of data on the Internet. Along with the data, each packet includes a header that describes the packet's destination and how the data should be processed.
partition	A portion of a disk that is prepared and set aside by a special disk utility to function as a separate disk.
POP3 (Post Office Protocol version 3)	One of the two most popular protocols for receiving email. POP3 requires that you download messages to read them.
port	A connection between two computers. TCP/IP and UDP use ports to indicate the type of server program that should handle a connection. Each port is identified by a number.
port number	A number used to identify a particular Internet service. Internet packets include the port number to help recipient computers decide which program should handle the data.
PPP (Point-to-Point Protocol)	A protocol for communication between two computers using a dial-up connection. PPP provides error-checking features.
protocol	A set of rules governing the communication and transfer of data between computers. Examples of protocols include HTTP and FTP.
proxy	A computer or program that redirects incoming and outgoing traffic between computers or networks. Proxies are often used to protect computers and networks from outside threats.
registry	A category of data stored in the Windows registry that describes user preferences, hardware settings, and other configuration information. Registry data is accessed using registry keys.
removable media	Disks that can be removed, as opposed to those that cannot. Some examples of removable media are floppy disks, CDs, DVDs, and Zip disks.

router	A device that forwards information between computers and networks. Routers are used to manage the paths that data takes over a network. Many cable and DSL modems include routers.
script	A program, written in a scripting language such as VBScript or JavaScript, that consists of a set of instructions that can run without user interaction.
service	General term for the process of offering information access to other computers. Common services include Web service and FTP service. Computers offering services are called servers.
SSL (Secure Sockets Layer)	A protocol for secure online communication. Messages sent using SSL are encrypted to prevent unauthorized viewing. SSL is often used to protect financial information.
subnet	A local area network that is part of a larger intranet or the Internet.
subnet mask	A code, in the form of an IP address, that computers use to determine which part of an IP address identifies the subnet and which part identifies an individual computer on that subnet.
synchronize	The process by which a handheld device and computer compare files to ensure that they contain the same data.
sync	The process of transferring programs and data from a computer to a handheld device.
TCP/IP (Transmission Control Protocol/ Internet Protocol)	Standard protocols used for most Internet communication. TCP establishes connections between computers and verifies that data is properly received. IP determines how the data is routed.
threat	A program with the potential to cause damage to a computer by destruction, disclosure, modification of data, or denial of service.
Trojan horse	A program containing malicious code that is disguised as or hiding in something benign, such as a game or utility.

UDP (User Datagram Protocol)	A protocol commonly used for streaming media. Unlike TCP, UDP does not establish a connection before sending data and it does not verify that the data is properly received.
virus definition	Virus information that an antivirus program uses to identify and alert you to the presence of a specific virus.
wildcard characters	Special characters (like *, $, and ?) that act as placeholders for one or more characters. Wildcards let you match several items with a single specification.
worm	A program that replicates without infecting other programs. Some worms spread by copying themselves from disk to disk, while others replicate only in memory to slow a computer down. So far, worms do not exist in the Macintosh world.

Index

A

access
  allowing and denying 18
  determining with Norton Personal Firewall 18
  monitoring 59
  responding to attempts 64
  tracking attempt, with Norton Personal Firewall 57
  types 65
Access History
  customizing 66
  exporting data 66
  log 64
  reviewing in Norton Personal Firewall 65
  window 19
active FTP support 81
Ad Blocking 119
  blocking individual ads 120
  deleting entries 124
  disabling 124
  editing entries 123
  enabling 120
  entering text to identify an ad 122
addresses, IP 56
administrator, network 141
alerts 101
  Confidential Data 129
  in Norton Personal Firewall 64
America Online
  connecting before LiveUpdate 43
  connecting to Symantec Web site 28
antivirus scans
  Bloodhound technology 18
  scheduling 49
AppleTalk 141
  and Norton Personal Firewall 57
  in Mac OS X 57
  vs. TCP/IP, security issues 57
automatic setup 15
  notifications 60
Auto-Protect
  description 33, 101
  finds and repairs virus 102
  preferences 107-108
  turning off 33
avoiding viruses 20

B

blocking
  ads on Web sites 119
  individual ads 120
Bloodhound technology 18
Bluetooth 55

C

CD, ejecting on restart 26
checking for viruses 95
Command Line Scanner 100

command line, scanning from 99
computers
  host names 56
  intrusion protection 55
  IP addresses 56
Confidential Data 124
  allowing transmission 127
  deleting entries 126
  deleting exception Web sites 128
  disabling 130
  editing entries 126
  editing exception Web sites 127
  enabling 125
Confidential Data alerts 129
Connected Users report 71
connections
  blocking with Norton Personal Firewall 18
  TCP/IP 55
  UDP 55
custom services
  changing or deleting 79
  defining 78
customizing
  LiveUpdate 45
  Norton AntiVirus 107-110
  Norton Personal Firewall 75
  services 79
  toolbars 37

D

decontamination procedures 98
deleting
  Ad Blocking text 124
  confidential data 126
  custom services 79
  exception Web sites for confidential data 128
  IP addresses 80
deleting, infected file 105
denial-of-service attacks 81
disabling
  Ad Blocking 124
  Confidential Data 130
  Norton Personal Firewall protection 33
disconnected users time limit 74
disconnecting a user 73
DNS 56
document, infected 17
domain name addresses 56
domain names, Internet 56

E

editing
  Ad Blocking text 123
  confidential data 126
  exception Web sites for confidential data 127
ejecting CD 26
emergency response plan 142-143
enabling
  Ad Blocking 120
  Confidential Data 125
  Norton Personal Firewall protection 33
entering
  confidential data 129
  text to identify an ad to block 122
essential services 83

F

features in Mac OS X 15
files
  repairing infected 104
  System 17
  updating with LiveUpdate 45
firewalls
  about 18
  customizing 75
  enabling and disabling protection 33
  monitoring activity 59
  troubleshooting 85
  using LiveUpdate with 43
  what they do 17
frequently asked questions (FAQ) 85

G

glossary terms 39

H

Help
  accessing 38
  tips for using 39
host names, Internet 56

I

ICMP 81
identifying ads on Web sites 120
ignore access attempts 81
infected file, repairing 104
Inspector window 67
installing, Norton Internet Security 22
instructions, user 142
Internet
  connections, blocking with Norton Personal Firewall 18
  domain names 56
  firewalls 18
  host names 56
  intrusion detection 17
  intrusion protection 55
  IP addresses 56
  protection with port numbers 56
  types of access attempts 65
intrusions
  protecting from 55
  responding to attempts 59
IP addresses 56
  changing list 80
  finding with Norton Personal Firewall 56
  restricting or allowing access 76
  spoofed 82
IPFW 90

K

keeping files current 41
Knowledge Base 40

L

Late Breaking News 28
Learn More Web site 68, 73
LiveUpdate
  checking file dates 46
  customizing 45
  emptying Trash 46
  keeping current with 41
  scheduled events 48
  updating files 45
  using with America Online 43
  viewing summary 45
log file
  creating new 89
  format 70
  location 70
log structure, for Norton Personal Firewall 70
logging, preferences in Norton Personal Firewall 69

M

Macintosh network protocols 57
messages
  Auto-Protect 102
  Norton AntiVirus 115
Microsoft Office viruses 17

N

NAV 7.0 QuickScan 113
network
  administrator notes 141
  implementation 141-143
  protecting 143
networks, using LiveUpdate 43
new features 15
Norton AntiVirus
  Auto-Protect activation 26
  Auto-Protect preferences 107
  customizing 107
  messages 115
  network implementation 141-143
  protection after installation 26
  scheduled events 49

Norton AntiVirus *(continued)*
updating virus definitions 43
Norton Internet Security, uninstalling 29
Norton Personal Firewall 79
access responses 64
access types 65
alert messages 64
and AppleTalk 57
custom services 79
customizing 75
customizing protection 78
default settings 19
determining access 18
enabling and disabling protection 33
enabling or disabling notification 60
finding IP addresses 56
launching from Control Strip 34
Learn More Web site 68, 73
log structure 70
logging preferences 69
monitoring activity 59
Quick Check 59
reviewing access history 65
Self Test 59
tracking access attempts 57
troubleshooting 85
Visual Tracking Web site 68, 73
what is protected 18, 55
Norton Privacy Control
Ad Blocking 119
Confidential Data 124
Norton QuickMenu
described 16
to disable Norton Personal Firewall 33
Norton Scheduler
changing events 50
deleting events 51
described 47
resetting events 51
notifications 60

P

Parameter RAM. *See* PRAM
PDF 38
reading 39
PDF 38 *(continued)*
tips for using 39
Ping requests 81
port numbers, creating protection 56
PRAM 114
preferences
access notification 60
Auto-Protect 108
disconnected users time limit 74
file location 90
logging, in Norton Personal Firewall 69
reminder 107
user 109
printing scan report 98-99
program files, updating with LiveUpdate 45
protecting confidential data 124
protection
description 42
network 143
provided by Norton Personal Firewall 18, 55
updating virus definitions 19
with port numbers 56
workstation 142

Q

Quick Check 61

R

Read Me file 22, 39
password 111
troubleshooting 111
registering your product 27
Rendezvous networking traffic 81
repairing infected file 104
reports
Access History 65
administrator 115
Connected Users 71
saving scan report 99
viewing scan history 98
responding
to access attempts 59
to virus alerts 101-105

restarting after installation 26
restricting access to IP address 76

S

saving scan report 98
scan disks when mounted 108
scan history, saving 98
scan report
  printing 99
  saving 98
scanning
  disks 95-97
  files 95-97
  folders 95-97
  history, viewing 98
  network drives 141
  with new virus definitions 113
scheduled events
  changing 50
  deleting 51
  LiveUpdate 48
  Norton AntiVirus scans 49
  resetting 51
Security Check 63
Self Test 61
Service and Support 145
service and support Web site 40
services
  adding 78
  setting individual preferences for 60, 69, 78
settings
  access notification 60
  in Norton Personal Firewall 19
  LiveUpdate 45
  preferences 107
Setup Assistant 34
spoofed IP addresses 82
Stealth 81
subnets 56
subscriptions 42
Summary report 35
suspicious activity protection 82
Symantec Security Check 63
Symantec Security Response, Web site 106
Symantec Web site 40
  downloading product updates 43
  tips for searching 40
system
  files 17
  viruses 17
system requirements 21
  in Read Me file 22

T

TCP/IP
  connections 55
  vs. AppleTalk, security issues 57
Technical Support 145
testing Norton Personal Firewall 59
toolbars, customizing 37
TOPS 141
Trash, empty after LiveUpdate session 46
troubleshooting
  in Norton AntiVirus 111
  in Norton Personal Firewall 85

U

UDP
  address protection 56
  connections 55
  enabling protection 83
uninstalling 29
updating
  all files 45
  from Symantec Web site 43
user instructions 142
User's Guide
  described 38
  PDF 39

V

version numbers
  viewing for products 46
  viewing with LiveUpdate 46
viewing
  access attempts 67
  latest program update 46
  versions and dates 46

virus definitions
  downloading from Symantec Web site 43
  updating with LiveUpdate 43
viruses
  alerts 101-105
  description 17
  in Microsoft Office 17
  protection after installation 26
  repairing infected file 104
  system 17
  updating protection 19
  viewing descriptions 106
Visual Tracking Web site 68, 73

W

Web site, Symantec 40, 43
workstations, protecting 142

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